

# SMALL BUSINESS RESOURCE

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2011-2012 MARYLAND

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*“Everything you need to know about setting up, marketing and managing the revenue of your business.”*

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## FROM THE ADMINISTRATOR



**E**ntrepreneurs and small business owners like you continue to create jobs and drive our economy forward. This resource guide has everything you need to know about the tools and resources that SBA has to offer: from getting an SBA

loan, to securing a federal contract, to using our extensive network of 14,000 SBA-affiliated counselors. Through these “3 Cs” of capital, contracts and counseling, we help thousands of people every day.

The new Small Business Jobs Act that President Obama signed a few months ago strengthens SBA’s efforts in each of these areas. For example, we permanently raised the top SBA loan sizes in our two most popular programs from \$2 million to \$5 million. Also, the Jobs Act strengthens the federal government’s ability to ensure that more small businesses can compete for federal contracts on a level playing field.

In addition, we recently overhauled [www.sba.gov](http://www.sba.gov). Now you can find information about SBA programs more quickly than ever before. At the same time, we beefed up our social media

presence. I encourage you to check out the latest SBA news by joining our communities on Facebook, Twitter and YouTube. Through these new online tools, we are more directly engaged in a dialogue with the small business community to learn how SBA can do even more to help you grow your business.

The fact is, about two of every three jobs created in America each year come from small businesses, and more than half of working Americans own or work for a small business. With your help, we can make sure the SBA is meeting its mission and that small businesses like yours will continue to grow and lead our nation to full economic recovery, as they’ve done throughout U.S. history.

If you have any questions that aren’t answered in this guide, please go to [www.sba.gov](http://www.sba.gov), or call or walk in to your local district office. We stand ready to help you in whatever way we can.

Warm regards,

**Karen G. Mills**

*Administrator*

*Small Business Administration*

## About the SBA

[www.sba.gov](http://www.sba.gov)

### *Your Small Business Resource*

*Every year, the U.S. Small Business Administration and its nationwide network of partners help millions of potential and current small business owners start, grow and succeed.*

*Resources and programs targeting small businesses provide an advantage necessary to help small businesses compete effectively in the marketplace and strengthen the overall U.S. economy.*

**SBA offers help in the following areas:**

- *Counseling*
- *Capital*

- *Contracting*
- *Disaster Assistance*
- *Advocacy and the Ombudsman*

*Visit SBA online at [www.sba.gov](http://www.sba.gov) for 24/7 access to small business news, information and training for entrepreneurs.*

*All SBA programs and services are provided on a nondiscriminatory basis.*



# Protect yourself. Incorporate and save.

Contact us today for a **FREE** business consultation and learn how to protect your assets!

Business owners can use corporations and LLCs to separate and protect their personal assets from business debts and obligations. Entity formation also provides tax flexibility, name protection, and allows owners to deduct normal business expenses.

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(mention "SBA" during the call)  
or visit **[www.incorporate.com](http://www.incorporate.com)**

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## MESSAGES



CHRISTIAN S.  
JOHANSSON

Secretary of the Maryland  
Department of Business and  
Economic Development



One of the greatest opportunities that Maryland has is its vibrant small and minority business community, the backbone of our economy and one of the key reasons our State is coming out of the economic downturn stronger and better positioned for growth. This vital sector of our economy, which now numbers more than 525,000 strong, represents the continued success of Maryland to support innovation and entrepreneurship and create the kinds of companies that will help sustain our economy for decades to come.

Under Governor Martin O'Malley's vision and leadership, the Maryland Department of Business and Economic Development (DBED) is committed to working with our business community, the SBA and our resource partners to increase opportunities for small businesses and give them the tools and resources they need to grow, create jobs and new opportunities.

This year, Governor O'Malley created **InvestMaryland**, a \$70 million investment in Maryland's seed and early stage companies, which has the potential to create thousands of jobs, fund hundreds of promising companies and generate millions in follow on private capital investment. Recognizing that access to credit is critical, we launched the **Small Business Credit Recovery Program**, which provides a vital lifeline to small businesses by providing loan guarantees. To date,

we have been able to help businesses secure nearly \$9 million in approved and settled loans through our state-backed guarantees and create or retain nearly 500 jobs. Through our **Maryland Made Easy** initiative, we are making it easier for businesses to navigate state government by streamlining permitting and licensing processes. And, we invite you attend one of our **Contract Connections** programs, which connects and matches small and minority-owned businesses to federal government contract opportunities.

At DBED, we are proud to assist you as you start, invest in and grow your business. For more information on any of these programs and financing opportunities, I encourage you to visit our website, [www.choosemaryland.org](http://www.choosemaryland.org), which highlights a wide variety of DBED, state and federal programs and services that can be invaluable to any newly emerging or existing small business owner.

Wishing you much success in your future endeavors.

Sincerely,

Christian S. Johansson  
Secretary



## REVITALIZING ECONOMIC GROWTH

Baltimore was selected to participate in SBA's Emerging 200 initiative, a jobs and growth stimulation effort targeting promising inner-city businesses. The SBA initiative focuses on small, poised-for-growth inner-

city companies with a potential for job creation. The comprehensive e200 curriculum provides winning expansion strategies to help participants explore options for capital investment and take advantage of contracting opportunities. Participants have the opportunity to work with experienced mentors, attend workshops

and develop connections with banks and the private equity community.

For more information on the e200 program, contact O.J. Phillips of the SBA Baltimore District Office at 410-962-6195, ext. 337. Additional information is available on the web at [www.sba.gov/e200](http://www.sba.gov/e200).

## FROM THE REGIONAL ADMINISTRATOR



Greetings!

The U.S. Small Business Administration has many programs and services available to business owners and entrepreneurs. This resource guide is a perfect example. It highlights the tools SBA has to help you start or build your business, create jobs and drive our economy forward. The resource guide outlines how the SBA works to accomplish its mission through the “three Cs” - capital, contracts, and counseling. Over the past two years, we’ve been working very hard in all three areas.

At the SBA, we know that two out of every three jobs created in America come from small businesses, and more than half of all working Americans either own or work for a small business. The SBA is committed to President Barack Obama’s mandate to “**Startup America**” by helping small businesses start, grow and succeed.

The President has taken important steps to assist small business owners and the hard working people they employ by reducing taxes, encouraging investment, and removing obstacles to growth. Karen Mills, as Administrator of the SBA, embraces the President’s small business agenda, recognizes the challenges entrepreneurs face, and understands the importance of small business as the engine of our economy.

In fact, from the **Affordable Care Act** to the **American Recovery and Reinvestment Act** and the **Small Business Jobs Act**, we have recently seen the most significant small business legislation in over a decade.

Through the **Recovery Act** and the **Small Business Jobs Act**, SBA helped put more than \$42 billion in lending support in the hands of small business owners. Through a network of 14,000 SBA-affiliated counselors, every day thousands of small businesses receive assistance with everything from creating a startup to succession planning. The SBA also works to insure that small businesses earn their fair share of federal contracts through SBA’s business development and certification programs.

I believe it is our entrepreneurs and small business owners that will drive America’s ability to innovate and stay competitive across the globe. If you have any questions or want additional information, please visit our website, call us, or pay a visit to your local district office. We are ready to help in any way possible.

Warm regards,

A handwritten signature in dark ink, appearing to read 'A. John Shoraka'.

**A. John Shoraka**  
*Regional Administrator*  
*U.S. Small Business Administration*  
*Region III*



# BALTIMORE

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# Rules For Success

*Like today's small businesses, large corporate success stories started with only an entrepreneur and a dream.*

I am pleased to present this edition of the Baltimore District Office's Maryland Small Business Resource Guide for fiscal year 2011-2012.

The U.S. Small Business Administration (SBA) is dedicated to providing customer-oriented, full-service programs and accurate, timely information to the entrepreneurial community. This is no small task. There are approximately 25 million small businesses in the United States. They represent 99.7 percent of all employers and employ more than 58 percent of the nation's private work force.

For over fifty-five years, the SBA has sought ways to assist entrepreneurs achieve their dreams and prosper as small business owners. We offer a variety of programs to meet the needs of small business owners, including loan guarantees, management and technical assistance programs and government contracting assistance. Last year, in Maryland alone, the SBA assisted over 500 entrepreneurs with financing guarantees valued at over \$125 million dollars.

The Resource Guide will be an invaluable tool in your business growth and development. Outlined in this Resource Guide are SBA's key programs and contact information for sources of local assistance that can assist you in starting or growing your business venture.

Our goal is to empower the small business community through education and training that will result in an increase in the number of jobs created; increases in the number of small businesses opened; increased opportunities for access to credit for business growth; increased revenues and profits. We are dedicated to providing customer-focused delivery of our programs. Be sure to visit us online at the redesigned [www.sba.gov](http://www.sba.gov). There are many new features to the site, including "SBA Direct" tailoring your web experience, based on your geography, to identify resources in your local area. For additional information on SBA programs and services, visit us on the web at [www.sba.gov/md](http://www.sba.gov/md) or call the Baltimore District Office at 410-962-6195.

We are fortunate in the state of Maryland to have a wealth of resources available to entrepreneurs. Whether you're just starting out or you're already in business, use these resources to your advantage to maximize your opportunities for success.

We look forward to assisting you.

**Best Regards,**

**Stephen D. Umberger**

*District Director of  
SBA's Baltimore District Office*

## We Welcome Your Questions

For extra copies of this publication or questions please contact:

Baltimore District Office  
10 S. Howard Street, Suite 6220  
Baltimore, MD 21201

Tel: 410-962-6195 Fax: 410-962-1805

Website: [www.sba.gov/localresources/district/md](http://www.sba.gov/localresources/district/md)



# Doing Business in Maryland

■ The SBA helps business owners grow and expand their businesses every day.



## THE BALTIMORE DISTRICT OFFICE

Under the leadership of Stephen D. Umberger, District Director, the Baltimore District Office serves the State of Maryland, with the exception of Prince George's and Montgomery counties. The District Office is located at 10 S. Howard Street, Suite 6220, Baltimore, MD. Office hours are from 8:30 AM until 4:30 PM, Monday through Friday.

## CONTACTING THE BALTIMORE DISTRICT OFFICE

For program and service information, please contact the Baltimore District Office at 410-962-6195 or visit us online at [www.sba.gov/localresources/district/md](http://www.sba.gov/localresources/district/md).

## SERVICES AVAILABLE

Financial assistance for new or existing businesses through guaranteed loans made by area bank and non-bank lenders.

Free counseling, advice and information on starting, better operating or expanding a small business through SCORE -

Counselors to America's Small Business, Small Business Development Centers (SBDC) and Women's Business Centers (WBC). These organizations also conduct training events throughout the district - some require a nominal registration fee.

Assistance to businesses owned and controlled by socially and economically disadvantaged individuals is available through the Business Development Program.

A Women's Business Ownership Representative is available to assist women business owners. Please contact Tonia McCoy at 410-962-6195 ext. 316 or e-mail: [tonia.mccoy@sba.gov](mailto:tonia.mccoy@sba.gov).

Special loan programs are available for businesses involved in international trade.

A Veterans Affairs Officer is available to assist Veterans. Please contact Mark Williams at 410-962-6195 ext. 353 or e-mail: [mark.williams@sba.gov](mailto:mark.williams@sba.gov).

with her pending retirement but suddenly, she wasn't sure what her future held. Then the phone rang.

She received a call from a former client, the Archdiocese of Baltimore, asking for her assistance in turning all of their traditional paper construction plans for their parishes and schools into electronic documents. Four months and 12,000 documents later, Ginny had completed the archiving project, creating 12 digital copies of all of the church's records. This process led Ginny to the realization that certainly many other institutions, companies and organizations must be in a similar situation. Unfortunately, 9/11 had shown a spotlight on the need to be prepared for any emergency and in those crucial situations, quick and easy access to vital records is critical. From this simple fact, archSCAN was built.

Williams started archSCAN in 2002 from her home and spent much of her time during the

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## 2011 MARYLAND SMALL BUSINESS WEEK AWARD WINNERS

### Family Owned Small Business

Susie Comer  
Comer Construction  
Forest Hill, MD  
[www.comerconstruction.com](http://www.comerconstruction.com)

### Financial Services Champion

Annie Geiermann  
The Columbia Bank  
Columbia, MD  
[www.thecolumbiabank.com](http://www.thecolumbiabank.com)

### Minority Small Business Champion

Louis C. Fields  
African American Tourism Council of MD  
Baltimore, MD  
443-983-7974

### Small Business Person of the Year

Ginny Williams  
archSCAN, LLC  
Annapolis, MD  
[www.archSCAN.com](http://www.archSCAN.com)

### District Director's Unsung Hero

Eileen Steets Buchanan  
SCORE - Maryland District  
Baltimore, MD  
[www.score.org](http://www.score.org)

### Entrepreneurial Success

Warren Wiggins  
WW Contractors  
Baltimore, MD  
[www.wwcontractors.com](http://www.wwcontractors.com)

### Women in Business Champion

Alexander Jean Loudon  
SonicOmnimedia  
Thurmont, MD  
[www.sonicomnimedia.com](http://www.sonicomnimedia.com)

### Young Entrepreneurs of the Year

Josh Notes  
Jason Jannati  
Matej Harangozo  
greeNEWit  
Columbia, MD  
[www.greenewit.com](http://www.greenewit.com)

### Accountant Advocate of the Year

Tom Bowman  
Bowman & Co., CPA PC  
Columbia, MD  
[www.bowmancpa.com](http://www.bowmancpa.com)

### Veteran Small Business Champion

Jerry Boden  
MD Dept. of Veterans Affairs  
Annapolis, MD  
[www.mdva.state.md.us](http://www.mdva.state.md.us)

### Small Business Exporter of the Year

Lin Hwang  
J&R Seafood  
Cambridge, MD  
[www.jrseafood.com](http://www.jrseafood.com)

## SUCCESS STORY

### Maryland Small Business Person of the Year 2011

Ginny Williams  
archSCAN, LLC  
Annapolis, MD  
[www.archSCAN.com](http://www.archSCAN.com)

"When life gives you lemons, make lemonade" - that's exactly what Ginny Williams did as Founder and Managing Partner of archSCAN, LLC in Annapolis, Maryland. Roughly five years before her planned retirement, Ginny's position as Regional Sales Manager at a blueprinting company was eliminated. She had enjoyed a successful career in the construction industry where she had done everything from wallpaper hanging and interior design to reprographics and electronic archiving. She was anticipating a slower pace and more recreation



# INTRODUCTION

# GETTING STARTED

The SBA Can Help You Start and Expand Your Business



**E**very year, the U.S. Small Business Administration and its nationwide network of resource partners help millions of potential and existing small business owners start, grow and succeed.

Whether your target market is global or just your neighborhood, the SBA and its resource partners can help at every stage of turning your entrepreneurial dream into a thriving business.

If you're just starting, the SBA and its resources can help you with loans and business management skills. If you're already in business, you can use the SBA's resources to help manage and expand your business, obtain government contracts, recover from disaster, find foreign markets, and make your voice heard in the federal government.

You can access SBA information online 24 hours a day at [www.sba.gov](http://www.sba.gov) or visit one of our local offices for assistance.

## SBA's Online Training

SBA provides small businesses with free online courses, workshops, learning tools and business-readiness assessments.

### Key Features of the Small Business Training Network:

Training is available anytime and anywhere—all you need is a computer with Internet access.

- More than 20 free online courses and workshops available.
- Online, interactive assessment tools are featured and used to direct clients to appropriate training.

Course topics include a financial primer keyed around SBA's loan-guarantee programs, a course on exporting, and courses for veterans and women seeking federal contracting opportunities, as well as an online library of business publications and articles.

Find the SBTN at [www.sba.gov/training](http://www.sba.gov/training).

## Where To Go To Get Started

Our resources include the SBA's district offices serving every state and territory, over 350 chapters of SCORE – Counselors to America's Small Businesses, approximately 900 Small Business Development Centers, approximately 110 Women's Business Centers and 16 Veterans Business Outreach Centers located across the

country. To find your local district office or SBA resource partner, visit [www.sba.gov/sba-direct](http://www.sba.gov/sba-direct).

These professionals can also help with writing a formal business plan, locating sources of financial assistance, managing and expanding your business, finding opportunities to sell your goods or services to the government, and recovering from disaster.

## SBA'S RESOURCE PARTNERS

### SCORE

SCORE is a national network of more than 12,000 entrepreneurs, business leaders and executives who volunteer as mentors to America's small business. SCORE helps entrepreneurs start businesses, grow companies and create jobs in local communities.

SCORE matches you with a mentor whose personality and skills are a good fit for your business needs. Whether you are a start-up business or growing company, you can meet with a mentor for free and confidential advice.

SCORE mentors are part of your local community. The volunteer experts understand local business licensing rules, economic conditions and lending standards. You will find a SCORE office in your community and often a location at your local Chamber of Commerce, bank or SBA office.

SCORE mentoring is available at over 350 offices nationwide. SCORE offers local small business workshops at modest fees on popular topics such as increasing sales, managing cash flow and marketing your business.

## ON THE UPSIDE

*It's true, there are a lot of reasons not to start your own business. But for the right person, the advantages of business ownership far outweigh the risks.*

- You get to be your own boss.
- Hard work and long hours directly benefit you, rather than increasing profits for someone else.
- A new venture is exciting.
- Earnings and growth potential are unlimited.
- Running a business will provide endless variety, challenges and opportunities to learn.

# EVALUATE

## Start by evaluating your strengths and weaknesses

### 1. Are you a self-starter?

It will be up to you – not someone else telling you – to develop projects, organize your time and follow through on details.

### 2. How well do you get along with different personalities?

Business owners need to develop working relationships with a variety of people including customers, vendors, staff, bankers, lawyers, accountants and consultants. Can you deal with a demanding client, an unreliable vendor or a cranky staff person?

### 3. How good are you at making decisions?

Small business owners are required to make decisions constantly, often quickly, under pressure.

### 4. Do you have the physical and emotional stamina to run a business?

Business ownership can be challenging, fun and exciting. But it's also a lot of hard work. Can you face 12-hour workdays six or seven days a week?

### 5. How well do you plan and organize?

Research indicates many business failures could have been avoided through better planning. Good organization – of financials, inventory, schedules, production – can help avoid pitfalls.

SCORE has helped more than 8.5 million entrepreneurs nationwide. You can count on SCORE as a trusted resource to offer in-depth mentoring, sound advice and guidance to tools and resources that can help you succeed as a business owner.

For 24/7 access to advice and online webinars on topics such as starting, growing, marketing and e-commerce for small business, visit SCORE online. With expertise in more than 600 skill areas, you can find a SCORE mentor online at [www.score.org](http://www.score.org) or at one of SCORE's offices. Call 1-800-634-0245 for the office nearest you.

#### Baltimore SCORE Chapter No. 3

10 S. Howard St., Ste. 6220  
Baltimore, MD 21201  
410-962-2233  
[baltimorescore@verizon.net](mailto:baltimorescore@verizon.net)  
[www.scorebaltimore.org](http://www.scorebaltimore.org)  
Phone Hours: Monday – Friday, 10:00 a.m. to 3:00 p.m.

#### Frederick – SCORE Chapter No. 632

4539 Metropolitan Court  
Frederick, MD 21704  
240-215-4757  
[info@scorefrederick.org](mailto:info@scorefrederick.org)  
[www.scorefrederick.org](http://www.scorefrederick.org)

#### Hagerstown – SCORE Chapter No. 539

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Hagerstown, MD 21740  
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[info@scorehagerstown.org](mailto:info@scorehagerstown.org)  
[www.scorehagerstown.org](http://www.scorehagerstown.org)  
Hours: By appointment only

#### Mid-Shore SCORE – Chapter No. 626

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Easton, MD 21601  
410-822-4606  
[score626@goeaston.net](mailto:score626@goeaston.net)  
[www.easternshorescore.org/chapter626](http://www.easternshorescore.org/chapter626)  
Hours: By appointment only

#### Lower Shore – Salisbury – SCORE Chapter No. 298

Salisbury Area Chamber of Commerce  
144 E. Main St.  
Salisbury, MD 21803  
410-749-0185  
[score@salisburyarea.com](mailto:score@salisburyarea.com)  
[www.salisburyscore.org](http://www.salisburyscore.org)  
Hours: By appointment only

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#### Upper Shore SCORE – Chapter No. 670

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[www.easternshorescore.org/chapter670](http://www.easternshorescore.org/chapter670)  
Hours: By appointment only

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Hours: By appointment only

## SMALL BUSINESS DEVELOPMENT CENTERS

The Small Business Development Center program has been vital to SBA's entrepreneurial outreach for more than 25 years. It has become one of the largest professional small business management and technical assistance networks in the nation. With nearly 900 locations across the country, SBDCs offer existing and future entrepreneurs free one-on-one expert business advice and low-cost trainings. All counseling and training sessions are conducted by qualified small business professionals and many are offered online.

A nationwide study of the impact of the SBDC program highlights the results of SBDC assistance. The study illustrates the significance of the SBDC program's focus on establishing long-term counseling relationships with clients. Of the clients surveyed, more than 80 percent reported that the information they received from their SBDC counselor was valuable. Similarly, more than 50 percent reported that SBDC assistance was useful with the decision to start a business. More than 40 percent of long-term clients, those receiving 5 hours or more of counseling, reported an increase in sales and 38 percent of long term clients reported an increase in profit margins.

SBDC counseling generally consists of assistance with business plans, access to capital, franchising, manufacturing, international trade, high-tech endeavors, contracting, energy efficiency, marketing, technology and other growth strategies. SBDC





training is geared toward the needs of the local business community, focusing on the fundamentals required to start, purchase, operate and grow a small business.

Particular emphasis in the SBDC program includes green business technology, disaster recovery and preparedness, importing and exporting, electronic commerce, technology transfer and regulatory compliance. A number of centers in SBDC network have specialized programs dedicated to technology assistance and/or international trade. The SBDC programs also promote green buildings and green job growth, provide assistance to veterans and communities affected by defense cutbacks, and reach out to communities that have been negatively affected by industry cutbacks, closures or natural disasters.

During the past quarter century, through a unique mix of federal funding along with matching state and private sector resources, the program has increased its return on investment. Through federal grants, the SBDCs in every state and territory provide the foundation for the economic growth of small businesses. These small businesses in turn advance local and regional economic development through the generation of business revenues, job creation and job retention. In fiscal 2010, SBDC business advisors helped more than 13,600 entrepreneurs start new businesses or roughly 37 new business starts per day.

The SBDC network provided counseling services to over 107,000, now entrepreneurs, approximately 101,000 existing businesses and training services to approximately 380,000 clients in fiscal 2010.

In fiscal 2010, SBDC clients acquired loans, venture capital and the infusion of equity totaling \$3.8 billion, an increase

over the \$3.6 billion SBDC clients obtained in fiscal 2008 and in 2009 combined. Of the \$3.8 billion in capital obtained by SBDC clients, over 19% took the form of SBA guaranteed loans with 81% in capital acquired from banks and conventional lenders as well as angel investors and venture capitalists.

For information on the SBDC program, visit [www.sba.gov/sbdc](http://www.sba.gov/sbdc).

#### **SBDC Headquarters**

c/o University of MD  
7100 Baltimore Ave., Ste. 401  
College Park, MD 20740-3627  
301-403-8300 • 877-787-7232 Toll Free  
[www.mdsbdc.umd.edu](http://www.mdsbdc.umd.edu)

For additional information, visit the Maryland SBDC home page listed above or contact the Regional SubCenter nearest you.

#### **Capital Region SBDC**

c/o University of MD  
7100 Baltimore Ave., Ste. 402  
College Park, MD 20740-3627  
301-403-0501 • 877-787-7232 Toll Free  
[www.capitalregionsbdc.umd.edu](http://www.capitalregionsbdc.umd.edu)  
Areas served: The counties of Prince George's and Montgomery

#### **Central Maryland SBDC**

c/o University of Baltimore  
1420 N. Charles St. (mailing address)  
11 W. Mt. Royal Ave. (physical address)  
Baltimore, MD 21201  
877-421-0830  
[www.centralmdsbdc.org](http://www.centralmdsbdc.org)  
Areas served: Baltimore City and the counties of Baltimore, Anne Arundel and Howard

#### **Eastern Region SBDC**

c/o Salisbury State University  
Power Professional Bldg., Ste. 170  
1101 Camden Ave.  
Salisbury, MD 21801  
410-548-4419 or 800-999-7232  
[www.salisbury.edu/sbdc](http://www.salisbury.edu/sbdc)  
Areas served: the counties of Kent, Queen Anne's, Caroline, Talbot, Dorchester, Somerset, Wicomico and Worcester

#### **Northern Region SBDC**

c/o Harford Community College  
401 Thomas Run Rd.  
Bel Air, MD 21015-1698  
866-836-6288 or 410-836-4237  
[www.harford.edu/sbdc](http://www.harford.edu/sbdc)  
Areas served: the counties of Harford, Carroll and Cecil

#### **Southern Maryland SBDC**

8730 Mitchell Rd./P.O. Box 910  
LaPlata, MD 20646-0910  
301-934-7583  
[www.sbdchelp.com](http://www.sbdchelp.com)  
Areas served: the counties of St. Mary's, Calvert and Charles

#### **Western Maryland SBDC**

One Technology Dr., Ste. A  
Frostburg, MD 21532  
301-687-1080  
[www.westernmdsbdc.com](http://www.westernmdsbdc.com)  
Areas served: the counties of Garrett, Allegany, Washington and Frederick

## **WOMEN'S BUSINESS CENTERS**

The SBA's Women Business Center program is a network of approximately 110 community-based centers which provide business training, counseling, mentoring and other assistance geared toward women, particularly those who are socially and economically disadvantaged. While the services are focused on women, approximately 30% of the WBC clients are men. WBCs are located in nearly every state and U.S. territory and are partially funded through a cooperative agreement with the SBA.

To meet the needs of women entrepreneurs, the WBCs offer services at convenient times and locations, including weekends. Many WBCs are located at non-profit host organizations that offer a wide variety of services in addition to the services provided by the WBC. Many of the WBCs also offer

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training and counseling and provide materials in different languages in order to meet the diverse needs of the communities they serve.

In fiscal year 2010, the WBC program counseled and trained more than 160,000 clients, creating local economic growth and vitality.

WBCs often deliver their services through long term training or group counseling, both of which have shown to be effective. WBC training courses are often free or are offered at a small fee. Some centers will also offer scholarships based on the client's needs. While most WBCs are physically located in one designated location, a number of WBCs also provide courses and counseling via the Internet, mobile classrooms and satellite locations.

To find the nearest SBA WBC or to learn more about SBA programs and services, visit [www.sba.gov/women](http://www.sba.gov/women).

## MICROLOAN PROGRAM INTERMEDIARIES

The Microloan program is operated through a network of approximately 160 intermediaries nationwide. It provides business based training and technical assistance to very small "microbusinesses" – 10 employees or fewer – that are interested in starting or growing their businesses. Such training and technical assistance includes general business education, business planning training, industry-specific training, and other support for new and growing microbusinesses. Microloan program intermediaries also provide small business loans of up to \$50,000. The program is available to women, low-income, minority, and veteran entrepreneurs and others interested in starting a microbusiness.

## ARE YOU RIGHT FOR SMALL BUSINESS OWNERSHIP?

Most new business owners who succeed have planned for every phase of their success. Thomas Edison, the great American inventor, once said, "Genius is 1 percent inspiration and 99 percent perspiration." That same philosophy also applies to starting a business.

First, you'll need to generate a little bit of perspiration deciding whether you're the right type of person to start your own business.

## IS ENTREPRENEURSHIP FOR YOU?

There is simply no way to eliminate all the risks associated with starting a small business, but you can improve your chances of success with good planning, preparation, and insight. Start by evaluating your strengths and weaknesses as a potential owner and manager of a small business. Carefully consider each of the following questions:

- **Are you a self-starter?** It will be entirely up to you to develop projects, organize your time, and follow through on details.
- **How well do you get along with different personalities?** Business owners need to develop working relationships with a variety of people including customers, vendors, staff, bankers, employees, and professionals such as lawyers, accountants, or consultants. Can you deal with a demanding client, an unreliable vendor, or a cranky receptionist if your business interests demand it?
- **How good are you at making decisions?** Small business owners are required to make decisions constantly – often quickly, independently, and under pressure.
- **Do you have the physical and emotional stamina to run a business?** Business ownership can be exciting, but it's also a lot of work. Can you face six or seven 12-hour workdays every week?
- **How well do you plan and organize?** Research indicates that poor planning is responsible for most business failures. Good organization — of financials, inventory, schedules, and production — can help you avoid many pitfalls.
- **Is your drive strong enough?** Running a business can wear you down emotionally. Some business owners burn out quickly from having to carry all the responsibility for the success of their business on their own shoulders. Strong motivation will help you survive slowdowns and periods of burnout.
- **How will the business affect your family?** The first few years of business start-up can be hard on family life. It's important for family members to know what to expect and for you to be able to trust that they will support you during this time. There also may be financial difficulties until the business becomes profitable, which could take months or years. You may have to adjust to a lower standard of living or put family assets at risk.



Once you've answered those questions, you should consider what type of business you want to start. Businesses can include franchises, at-home businesses, online businesses, brick-and-mortar stores or any combination of those.

## FRANCHISING

There are more than 3,000 business franchises. The challenge is to decide on one that both interests you and is a good investment. Many franchising experts suggest that you comparison shop by looking at multiple franchise opportunities before deciding on the one that's right for you.

Some of the things you should look at when evaluating a franchise: historical profitability, effective financial management and other controls, a good image, integrity and commitment, and a successful industry.

In the simplest form of franchising, while you own the business, its operation is governed by the terms of the franchise agreement. For many, this is the chief benefit for franchising. You are able to capitalize on a business format, trade name, trademark and/or support system provided by the franchisor. But you operate as an independent contractor with the ability to make a profit or sustain a loss commensurate with your ownership.

If you are concerned about starting an independent business venture, then franchising may be an option for you. Remember that hard work, dedication

and sacrifice are key elements in the success of any business venture, including a franchise.

For more information visit [www.sba.gov/franchise](http://www.sba.gov/franchise).

## HOME-BASED BUSINESSES

Going to work used to mean traveling from home to a plant, store or office. Today, many people do some or all their work at home.

### Getting Started

Before diving headfirst into a home-based business, you must know why you are doing it. To succeed, your business must be based on something greater than a desire to be your own boss. You must plan and make improvements and adjustments along the road.

Working under the same roof where your family lives may not prove to be as easy as it seems. One suggestion is to set up a separate office in your home to create a professional environment.

#### *Ask yourself these questions:*

- Can I switch from home responsibilities to business work easily?
- Do I have the self-discipline to maintain schedules while at home?
- Can I deal with the isolation of working from home?
- Am I a self-starter?

### Legal Requirements

A home-based business is subject to many of the same laws and regulations affecting other businesses.

#### *Some general areas include:*

- **Zoning regulations.** If your business operates in violation of them, you could be fined or shut down.
- **Product restrictions.** Certain products cannot be produced in the home. Most states outlaw home production of fireworks, drugs, poisons, explosives, sanitary or medical products and toys. Some states also prohibit home-based businesses from making food, drink or clothing.

Be sure to consult an attorney and your local and state departments of state, labor and health to find out which laws and regulations will affect your business. Additionally, check on registration and accounting requirements needed to open your home-based business. You may need a work certificate or license from the state. Your business name may need to be registered with the state. A separate business telephone and bank account are good business practices.

Also remember, if you have employees you are responsible for withholding income and social-security taxes, and for complying with minimum wage and employee health and safety laws.

If you're convinced that opening a home-based business is for you, it's time to create your business plan. The SBA and its resource partners, such as SCORE, SBDCs, VBOCs and WBCs can help make the process easier.

## Need more help writing a business plan?

Visit [www.sba.gov/smallbusinessplan](http://www.sba.gov/smallbusinessplan) for more information on writing a business plan.

You can also find help from SCORE by visiting [www.score.org](http://www.score.org) and clicking on "Business Tools."

Veterans can get help writing a business plan by visiting their local Veteran's Business Development Center. Find yours at [www.sba.gov/vets](http://www.sba.gov/vets).

Women can get help at their local Women's Business Center. Find yours at [www.sba.gov/women](http://www.sba.gov/women).

## WRITING A BUSINESS PLAN

After you've thought about what type of business you want, the next step is to develop a business plan. Think of the business plan as a roadmap with milestones for the business. It begins as a pre-assessment tool to determine profitability and market share, then expands as an in-business assessment tool to determine success, obtain financing and determine repayment ability, among other factors.

Creating a comprehensive business plan can be a long process, and you need good advice. The SBA and its resource partners, including Small Business Development Centers, Women's Business Centers, Veterans Business Outreach Centers, and SCORE, have the expertise to help you craft a winning business plan. SBA also offers online templates to get you started.

**In general, a good business plan contains:**

### Introduction

- Give a detailed description of the business and its goals.
- Discuss ownership of the business and its legal structure.
- List the skills and experience you bring to the business.
- Discuss the advantages you and your business have over competitors.

### Marketing

- Discuss the products and services your company will offer.
- Identify customer demand for your products and services.
- Identify your market, its size and locations.
- Explain how your products and services will be advertised and marketed.
- Explain your pricing strategy.

### Financial Management

- Develop an expected return on investment and monthly cash flow for the first year.
- Provide projected income statements, and balance sheets for a two-year period.
- Discuss your break-even point.
- Explain your personal balance sheet and method of compensation.
- Discuss who will maintain your accounting records and how they will be kept.
- Provide "what if" statements addressing alternative approaches to potential problems.

### Operations

- Explain how the business will be managed day-to-day.
- Discuss hiring and personnel procedures.
- Discuss insurance, lease or rent agreements, and issues pertinent to your business.





- Account for the equipment necessary to produce your goods or services.
- Account for production and delivery of products and services.

### Concluding Statement

Summarize your business goals and objectives and express your commitment to the success of your business. Once you have completed your business plan, review it with a friend or business associate and professional business counselor like SCORE, WBC or SBDC representatives, SBA district office business development specialists or veterans business development specialists.

Remember, the business plan is a flexible document that should change as your business grows.

## REACHING UNDERSERVED COMMUNITIES

### Women Business Owners

Women entrepreneurs are changing the face of America's economy. In the 1970s, women owned less than five percent of the nation's businesses. Today, they are majority owners of about a third of the nation's small businesses and are at least equal owners of about half of all small businesses. SBA serves women entrepreneurs nationwide through its various programs and services, some of which are designed especially for women.

The SBA's Office of Women's Business Ownership serves as an advocate for women-owned business. OWBO oversees a nationwide network of 110 women's business centers that provide business training, counseling and mentoring geared specifically to women, especially those who are socially and economically disadvantaged. The program is a public-private partnership with locally-based nonprofits and each tailors its services to meet the needs of its community. Women's Business Centers serve a wide diversity of geographic areas, population densities, and economic environments, including urban, suburban, and rural. Local economies vary from depressed to thriving, and range from metropolitan areas to entire states. Each Women's Business Center tailors its services to the needs of its individual community, but all offer a variety of innovative programs, often including courses in different languages. They provide training in finance, management, marketing, and the Internet, as well as access to all of the SBA's financial and procurement assistance programs.

### Women Entrepreneurs of Baltimore, Inc. (WEB)

WEB is a nonprofit organization dedicated to helping low-income women and others develop businesses. They provide business training; technical assistance and support services wrapped up in a comprehensive 10-step program. The program teaches the concepts of business planning, management, budgeting and financial control measures to prepare its students for entrepreneurship. An SBA-funded women's business center, WEB is a vital resource for female entrepreneurs.

### Women Entrepreneurs of Baltimore, Inc. (WEB)

1118 Light St., Ste. 202  
Baltimore, MD 21230  
410-727-4921  
www.webinc.org

## CENTER FOR FAITH-BASED AND COMMUNITY PARTNERSHIPS (CFBCP)

Faith-based and neighborhood organizations know their communities; and they have earned the trust of the people in their communities.

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### FINANCING SOLUTIONS THAT WORK FOR YOUR BUSINESS

#### SBA 504

Financing for Commercial Real Estate and Equipment, with SBA guarantees for up to \$5 million.

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Get cash for your accounts receivable deposited directly into your bank account.

#### Small Business Growth Fund

Working Capital funding for inventory, furniture, fixtures and equipment, leasehold improvements and renovations. Refinance existing business debt, day-to-day operations, payroll, etc. up to \$250,000.

#### Contractor Cash Flow Fund

Capitalize the first 90 days of performance on a Prince George's County or public utility-issued contract.

**www.fscfirst.com**



Because of their credibility, they are uniquely positioned to build awareness of programs that encourage entrepreneurship, economic growth and job creation.

SBA is committed to reaching out to faith based and community organizations that are eligible to participate in the agency's programs by informing their congregants, members and neighbors about SBA's programs. In particular, many faith-based and community non-profit organizations can provide a local financing option for entrepreneurs by becoming SBA Microloan Intermediaries. An SBA Microloan Intermediary often acts as a bank for entrepreneurs and small businesses that might otherwise be able to find access to capital.

## VETERANS AND RESERVISTS BUSINESS DEVELOPMENT

The SBA offers a variety of services to American veterans who have made or are seeking to make the transition from service member to small business owner. Each of SBA's 68 district offices has designated a veteran's business development officer to help guide veterans, Reserve Component members and transitioning service members who want to succeed in entrepreneurship.

Sixteen Veterans Business Outreach Centers located in California, Florida, Guam, Louisiana, Massachusetts, Montana, Michigan, Missouri, New Jersey, New Mexico, New York, North Carolina, North Dakota, Pennsylvania, Texas, and Washington provide

online and in-person entrepreneurial development services for veterans and reservists such as business training, counseling and mentoring, pre-business plan workshops, feasibility analysis, and referrals to additional small business resources.

To learn more about the Veterans Business Outreach program or find the nearest SBA VBOC, visit the SBA Web site at [www.sba.gov/vets](http://www.sba.gov/vets).

SBA also partners with the Entrepreneurship Boot Camp for Veterans With Disabilities at Syracuse University, University of Connecticut, Florida State University, Texas A&M University, UCLA, Purdue and Louisiana State University to prepare service-disabled veterans for business ownership. SBA has also recently developed two partnerships which target women veteran-entrepreneurs (V-WISE) and family members of Reserve Component members of the military (Operation Endure and Grow).

SBDCs, SCORE and some WBCs also provide targeted management assistance to veterans who are current or prospective small business owners. Many SBDCs have special programs for veterans and SCORE also provides resources and counseling services online at [www.score.org](http://www.score.org).

The SBA offers special assistance for small businesses owned by activated Reserve and National Guard members. Any self-employed Reserve or Guard member with an existing SBA loan can request from their SBA lender or SBA district office, loan payment deferrals, interest rate reductions and other relief

after they receive their activation orders.

Additionally, the SBA offers special low-interest-rate financing to small businesses when an owner or essential employee is called to active duty. The Military Reservist Economic Injury Disaster Loan Program provides loans up to \$2 million to eligible small businesses to cover operating costs that cannot be met due to the loss of an essential employee called to active duty in the Reserves or National Guard.

To ensure that veterans, service-disabled veterans and Reserve and National Guard member entrepreneurs receive special consideration in all its entrepreneurial programs and resources, the SBA has established an Office of Veterans Business Development. OVBD develops and distributes informational materials for entrepreneurship such as the Veterans Business Resource Guide, VETGazette, and Getting Veterans Back to Work.

For more information or special assistance with government contracting, including programs for veterans and service-disabled veterans, please check the Contracting Opportunities section of this publication.

SBA's special financing program targeted to the military community, Patriot Express has new and enhanced programs and services for veterans and members of the active and reserve military community (including spouses) wanting to establish or expand small businesses. See the Financing section for more information on Patriot Express.

## NATIVE AMERICAN BUSINESS DEVELOPMENT

The Office of Native American Affairs (ONAA) ensures American Indians, Alaska Natives and Native Hawaiians seeking to create, develop and expand small businesses have full access to the necessary business development and expansion tools available through the agency's entrepreneurial development, lending, and contracting programs. ONAA provides a network of training and counseling services and engages in numerous outreach activities such as tribal consultations, development and distribution of educational materials, attendance and participation in economic development events and assisting these small businesses with SBA programs.

More information is available at [www.sba.gov/naa](http://www.sba.gov/naa).



# REGULATIONS

# KNOWING THE RULES

Paying Attention to Detail Can Save Time and Money



**E**ven if you are running a small home-based business, you will have to comply with many of the local, state, and federal regulations. Avoid the temptation to ignore regulatory details. Doing so may avert some red tape in the short term, but could be an obstacle as your business grows. Taking the time to research the applicable regulations is as important as knowing your market. Bear in mind that regulations vary by industry. If you're in the food-service business, for example, you will have to deal with the health department. If you use chemical solvents, you will have environmental compliances to meet. Carefully investigate the regulations that affect your industry. Being out of compliance could leave you unprotected legally, lead to expensive penalties and jeopardize your business.

## BUSINESS ORGANIZATION

There are many forms of legal structure you may choose for your business. Each legal structure offers organizational options with different tax and liability issues. We suggest you research each legal structure thoroughly and consult a tax accountant and/or attorney prior to making your decision.

## CHOOSING YOUR BUSINESS STRUCTURE

You may operate your business under one of many organizational structures. The most common organizational

structures are sole proprietorships, general and limited partnerships, "C" and "S" corporations and limited liability companies.

Each structure offers unique tax and liability benefits. If you're uncertain which business format is right for you, you may want to discuss options with a business counselor or attorney.

### Sole Proprietorship

One person operating a business as an individual is a sole proprietorship. It's the most common form of business organization. Profits are taxed as income to the owner personally. The personal tax rate is usually lower than the corporate tax rate. The owner has complete control of the business, but faces unlimited liability for its debts. There is very little government regulation or reporting required with this business structure.

### General Partnership

A partnership exists when two or more persons join together in the operation and management of a business. Partnerships are subject to relatively little regulation and are fairly easy to establish. A formal partnership agreement is recommended to address potential conflicts such as: who will be responsible for performing each task; what, if any, consultation is needed between partners before major decisions, and what happens when a partner dies. Under a general partnership each partner is liable for all debts of the

business. Profits are taxed as income to the partners based on their ownership percentage.

### Limited Partnership

Like a general partnership, a limited partnership is established by an agreement between two or more persons. However, there are two types of partners.

- A general partner has greater control in some aspects of the partnership. For example, only a general partner can decide to dissolve the partnership. General partners have no limits on the dividends they can receive from profit so they incur unlimited liability.
- Limited partners can only receive a share of profits based on the proportional amount on their investment, and liability is similarly limited in proportion to their investment.

### "C" Corporation

A "C" corporation is a legal entity created under state law by the filing of articles of incorporation. A corporation is a separate entity having its own rights, privileges and liabilities, apart from those of the individual(s) forming the corporation. It's the most complex form of business organization and is comprised of shareholders, directors and officers. Since the corporation is a separate legal entity in its own right it can own assets, borrow money and perform business functions without directly involving the owners. Corporations are subject to more government regulation and offer the owners the advantage of limited liability, but not total protection from lawsuits.

### Subchapter "S" Corporation

Subchapter "S" references a special part of the Internal Revenue Code that permits a corporation to be taxed as a partnership or sole proprietorship, with profits taxed at the individual, rather than the corporate rate. A business must meet certain requirements for Subchapter "S" status. Contact the IRS for more information.

## LLCs and LLPs

The limited liability company is a relatively new business form. It combines selected corporate and partnership characteristics while still maintaining status as a legal entity distinct from its owners. As a separate entity it can acquire assets, incur liabilities and conduct business. It limits liability for the owners. The limited liability partnership is similar to the LLC, but it is for professional organizations.

## LOGISTICS OF STARTING YOUR BUSINESS

### BUSINESS LICENSES

There are many types of licenses, both state and local as well as professional. Depending on what you do and where you plan to operate, your business may be required to have various state and/or municipal licenses, certificates or permits.

Licenses are typically administered by a variety of state and local departments. Consult your state or local government for assistance.

#### Occupational & Professional Licensing Department of Labor, Licensing and Regulation

Maryland State Board  
500 N. Calvert St., 3rd Fl.  
Baltimore, MD 21202  
410-230-6001  
[www.dllr.state.md.us](http://www.dllr.state.md.us)

#### Health Related Occupations Licensing Department of Health & Mental Hygiene

201 Preston St.  
Baltimore, MD 21201  
877-463-3464  
[www.dhmr.state.md.us](http://www.dhmr.state.md.us)

## FICTITIOUS BUSINESS NAME

Registering your business name, after doing a search to make sure that it is not already in use, protects you from others who might want to use the same name. For more information, contact the county clerk's office in the county where your business is based. If you are a corporation, you'll need to check with the state.

#### Maryland Department of Assessments and Taxation

301 W. Preston St., Rm. 809  
Baltimore, MD 21201  
410-767-1184 or 888-246-5941  
[www.dat.state.md.us](http://www.dat.state.md.us)

## BUSINESS INSURANCE

Like home insurance, business insurance protects your business against fire, theft and other losses. Contact your insurance agent or broker. It is prudent for any business to purchase a number of basic types of insurance. Some types of coverage are required by law, other simply make good business sense. The types of insurance listed below are among the most commonly used and are merely a starting point for evaluating the needs of your business.

**Liability Insurance** – Businesses may incur various forms of liability in conducting their normal activities. One of the most common types is product liability, which may be incurred when a customer suffers harm from using the business product. There are many other types of liability, which are frequently related to specific industries. Liability law is constantly changing. An analysis of your liability insurance needs by a competent professional is vital in determining an adequate and appropriate level of protection for your business.

**Property** – There are many different types of property insurance and levels of coverage available. It is important to determine the property you need to insure for the continuation of your business and the level of insurance you need to replace or rebuild. You must also understand the terms of the insurance, including any limitations or waivers of coverage.

**Business Interruption** – While property insurance may pay enough to replace damaged or destroyed equipment or buildings, how will you pay costs such as taxes, utilities and other continuing expenses during the

period between when the damage occurs and when the property is replaced? Business Interruption (or "business income") insurance can provide sufficient funds to pay your fixed expenses during a period of time when your business is not operational.

**"Key Man"** – If you (and/or any other individual) are so critical to the operation of your business that it cannot continue in the event of your illness or death, you should consider "key man" insurance. This type of policy is frequently required by banks or government loan programs. It also can be used to provide continuity in operations during a period of ownership transition caused by the death, incapacitation or absence due to a Title 10 military activation of an owner or other "key" employee.

**Automobile** – It is obvious that a vehicle owned by your business should be insured for both liability and replacement purposes. What is less obvious is that you may need special insurance (called "non-owned automobile coverage") if you use your personal vehicle on company business. This policy covers the business' liability for any damage which may result for such usage.

**Officer and Director** – Under most state laws, officers and directors of a corporation may become personally liable for their actions on behalf of the company. This type of policy covers this liability.

**Home Office** – If you are establishing an office in your home, it is a good idea to contact your homeowners' insurance company to update your policy to include coverage for office equipment. This coverage is not automatically included in a standard homeowner's policy.



## SBA'S WEBSITE

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- Information tailored to your needs
- News about SBA programs & services

Some pages may change URLs on the upgraded site. Please consult [www.sba.gov](http://www.sba.gov) or your local SBA district office for assistance.

## EMPLOYER IDENTIFICATION NUMBER

An EIN, also known as a federal tax identification number, is used to identify a business entity. Generally all businesses need an EIN. You may apply for an EIN in a variety of ways, including online, phone, and fax. Taxpayers can obtain an EIN immediately by calling 800-829-4933, Monday through Friday, from 7:30 a.m. to 5:30 p.m. customer's local time.

More information can be found at [www.irs.gov](http://www.irs.gov).

## FEDERAL SELF-EMPLOYMENT TAX

Every employee must pay Social Security and Medicare coverage. If you are self-employed, your contributions are made through the self-employment tax.

The IRS has publications, counselors and workshops available to help you sort it out. For more information, contact the IRS at 800-829-1040 or [www.irs.gov](http://www.irs.gov).

## SALES TAX EXEMPTION CERTIFICATE

If you plan to sell products, you will need a Sales Tax Exemption Certificate. It allows you to purchase inventory, or materials, which will become part of the product you sell, from suppliers without paying taxes. It requires you to charge sales tax to your customers, which you are responsible for remitting to the state. You will have to pay penalties if it is found that you should have been taxing your products and now owe back taxes to the state. For information on sales tax issues, contact your state's government.

## FEDERAL INCOME TAX

Like the state income tax, the method of paying federal income taxes depends upon your legal form of business.

**Sole Proprietorship:** You must file IRS Federal Form Schedule C along with your personal Federal Income Tax return (Form 1040) and any other applicable forms pertaining to gains or losses in your business activity.

**Partnership:** You must file a Federal Partnership return (Form 1065). This is merely informational to show gross and net earnings of profit and loss. Also, each partner must report his share of partnership earnings on his individual Form 1040 based on the information from the K-1 filed with the Form 1065.

**Corporation:** You must file a Federal Corporation Income Tax return (Form 1120). You will also be required to report your earnings from the corporation including salary and other income such as dividends on your personal federal income tax return (Form 1040).

## FEDERAL PAYROLL TAX

**Federal Withholding Tax:** Any business employing a person must register with the IRS and acquire an EIN and pay federal withholding tax at least quarterly. File Form SS-4 with the IRS to obtain your number and required tax forms. Call 800-829-3676 or 800-829-1040 if you have questions.

## IRS WEB PRODUCTS FOR SMALL BUSINESSES

For the most timely and up-to-date tax information, go to [www.irs.gov/businesses/small/index.html](http://www.irs.gov/businesses/small/index.html).

## Updated Virtual Small Business Tax Workshop

The IRS's **Virtual Small Business Tax Workshop** ([www.tax.gov/SmallBusinessTaxpayer](http://www.tax.gov/SmallBusinessTaxpayer)) is an interactive resource to help small business owners learn about their federal tax rights and responsibilities. This dynamic educational product consists of several stand-alone lessons that can be selected and viewed in any sequence.

## SOCIAL SECURITY CARDS

All employees must have a social security card. It must be signed by its owner, and you should always ask to see and personally record the social security number. Failure to do so may cause your employee to lose benefits and considerable trouble for yourself in back tracking to uncover the error.

Each payday, your employees must receive a statement from you telling them what deductions were made and how many dollars were taken out for each legal purpose. This can be presented in a variety of ways, including

## A Locally Owned Bank for Locally Owned Businesses

- SBA Lender
- Business Banking
- Merchant Services
- Cash Management Services

to find out more go to [www.nbrs.com](http://www.nbrs.com)  
or contact Jennifer McCollum for  
information on SBA lending  
at (410) 658-5504 x 2220

**NBRS**  
FINANCIAL BANK





on the check as a detachable portion or in the form of an envelope with the items printed and spaces for dollar deductions to be filled in.

## EMPLOYEE CONSIDERATIONS

### Taxes

If you have any employees, including officers of a corporation but not the sole proprietor or partners, you must make periodic payments towards, and/or file quarterly reports about payroll taxes and other mandatory deductions. You may contact these government agencies for information, assistance and forms.

#### Social Security Administration

800-772-1213

[www.ssa.gov](http://www.ssa.gov)

### Social Security's Business Services Online

The Social Security Administration now provides free electronic services online at [www.socialsecurity.gov/employer/](http://www.socialsecurity.gov/employer/). Once registered for Business Services Online, business owners or their authorized representative can:

- file W-2s online; and
- verify Social Security Numbers through the Social Security Number Verification Service, used for all employees prior to preparing and submitting Forms W-2.

#### Federal Withholding

U.S. Internal Revenue Service

800-829-1040

[www.irs.gov](http://www.irs.gov)

### Health Insurance

Compare plans in your area at [www.healthcare.gov](http://www.healthcare.gov).

### Employee Insurance

If you hire employees you may be required to provide unemployment or workers' compensation insurance.



#### Department of Labor Licensing & Regulations

Division of Employment and Training,  
Unemployment Insurance

1100 N. Eutaw St., Rm. 414

Baltimore, MD 21201

410-949-0033 or 800-492-5524

<http://www.dllr.maryland.gov>

## WORKPLACE DISABILITY PROGRAMS

Americans with Disabilities (ADA):

For assistance with the ADA, call 800-669-3362 or visit [www.ada.gov](http://www.ada.gov).

## U.S. CITIZENSHIP AND IMMIGRATION SERVICES

The Federal Immigration Reform and Control Act of 1986 requires employers to verify employment eligibility of

new employees. The law obligates an employer to process Employment Eligibility Verification Form I-9. The U.S. Citizenship and Immigration Services Office of Business Liaison offers a selection of information bulletins and live assistance through the Employer Hotline. For forms call 800-870-3676, for the Employer Hotline call 800-357-2099.

### E-Verify: Employment Eligibility Verification

E-Verify, operated by the Department of Homeland Security in partnership with the Social Security Administration, is the best--and quickest--way for employers to determine the employment eligibility of new hires. It is a safe, simple, and secure Internet-based system that electronically verifies the Social Security number and employment eligibility information reported on Form I-9. E-Verify is voluntary in most states and there is no charge to use it.

If you are an employer or employee and would like more information about the E-Verify program, please visit [www.dhs.gov/E-Verify](http://www.dhs.gov/E-Verify) or contact our Customer Support staff: 1-888-464-4218 Monday – Friday 8 am – 5 pm.

E-mail: [e-verify@dhs.gov](mailto:e-verify@dhs.gov)

## SAFETY & HEALTH REGULATIONS

All businesses with employees are required to comply with state and federal regulations regarding the protection of employees. The Occupational Safety and Health Administration outlines specific health and safety standards adopted by the U.S. Department of Labor.

### SUCCESS STORY

## archSCAN, LLC

continued from page 9

company's early stages pitching the concept of document archiving to prospective clients. It was a new concept, but one she was sure would take off. Ginny was secure in her skills as a professional organizer and document archivist, but not so sure about running her own business, so she turned to SCORE, Counselors to America's Small Business. SCORE assisted her with business planning and various financial matters. Through the years, her counselors have changed, but she has always received valuable, sound guidance on how to grow her business.

The archSCAN concept is elementary, but

essential, for anyone who needs to preserve unique historic documents, have access to floor plans and to consolidate large volumes of fragile paper. Essentially, archSCAN organizes the client's documents, sorting similar files and eliminating duplicates. They then begin the process of scanning each document into user friendly, easy access software, bookmarking each item to quickly locate it when needed. The digital files are then delivered to the client on external hard drive, flash drive or CD-ROM. Ginny's clients include the Smithsonian Institute, Johns Hopkins Medicine, American University and numerous

private corporations. She also donates her services to Habitat for Humanity and other civic organizations.

By 2009, archSCAN had shown a 69% increase in gross sales. Through her steadfast commitment to high quality products and excellent customer service, Ginny has grown archSCAN to a company that now employs 10 people, working in a 4,500 square foot facility.



### Maryland Occupational Safety & Health

1100 N. Eutaw St.  
Baltimore, MD 21201  
410-767-2189  
[www.dlir.state.md.us/labor/mosh](http://www.dlir.state.md.us/labor/mosh)

### Federal Occupational Safety & Health Administration

Department of Labor  
820 First St. N.E.  
Washington, DC 20020  
202-693-5000

### Maryland Department of the Environment

1800 Washington Blvd.  
Baltimore, MD 21230  
410-537-3000  
[www.mde.maryland.gov](http://www.mde.maryland.gov)

## BUILDING CODES, PERMITS AND ZONING

It is important to consider zoning regulations when choosing a site for your business. You may not be permitted to conduct business out of your home or engage in industrial activity in a retail district. Contact the business license office in the city or town where the business is located.

## BAR CODING

Many stores require bar coding on packaged products. Many industrial and manufacturing companies use bar coding to identify items they receive and ship. There are several companies that can assist businesses with bar-coding needs. You may want to talk with an SBDC, SCORE or WBC counselor for more information.

## Federal Registration of Trademarks and Copyrights

Trademarks or service marks are words, phrases, symbols, designs or combinations thereof that identify and distinguish the source of goods. Trademarks may be registered at both the state and federal level. To register a federal trademark, contact:

### U.S. Patent and Trademark Office:

P.O. Box 1450  
Alexandria, VA 22313-1450  
800-786-9199  
[www.uspto.gov/](http://www.uspto.gov/)

### Trademark Information Hotline

703-308-9000

## STATE REGISTRATION OF A TRADEMARK

Trademarks and service marks may be registered in a state.

### Secretary of State

State of Maryland  
State House  
Annapolis, MD 21401  
410-974-5521 ext 2  
[www.sos.state.md.us](http://www.sos.state.md.us)

**Caution:** Federally registered trademarks may conflict with and supersede state registered business and product names.

## Patents

A patent is the grant of a property right to the inventor by the U.S. Patent and Trademark Office. It provides the owner with the right to exclude others from making, using, offering for sale or selling the patented item in the United States.

Additional information is provided in the publications, General Information Concerning Patents and other publications distributed through the U.S. Patent and Trademark Office. For more information, contact the:

### U.S. Patent and Trademark Office

800-786-9199 • [www.uspto.gov](http://www.uspto.gov)

## Copyrights

Copyrights protect original works of authorship including literary, dramatic, musical and artistic, and certain other intellectual works. Copyright does not protect facts, ideas and systems, although it may protect the way these things are expressed. For general information contact:

### U.S. Copyright Office

U.S. Library of Congress  
James Madison Memorial Building  
Washington, DC 20559  
202-707-9100 - Order Line  
202-707-3000 - Information Line  
[www.copyright.gov](http://www.copyright.gov)

## Maryland New Hire Registry

Federal and State law requires all employers to report newly hired and re-hired employees in Maryland to the Maryland New Hire Registry, a state directory, within 20 days of their hire date. As of July 1, 1997, all employers and/or labor organizations in the State of Maryland who are covered by the Maryland Unemployment Insurance law are required to report new employees to the Registry.

### Maryland New Hire Registry

P.O. Box 1316  
Baltimore, MD 21203-1316  
888-634-4737  
[www.newhire-reporting.com](http://www.newhire-reporting.com)



# FINANCING & SURETY BONDS

# GETTING APPROVED

Financing Options to Start or Grow Your Business



**M**any entrepreneurs need financial resources to start or expand a small business themselves and must combine what they have with other sources of financing. These sources can include family and friends, venture-capital financing, and business loans.

This section of the Small Business Resource guide discusses SBA's primary business loan and equity financing programs. These are: the 7(a) Loan Program, the Certified Development Company or 504 Loan Program, the Microloan Program and the Small Business Investment Company Program. The distinguishing features for these programs are the total dollar amounts that can be borrowed, the type of lenders who can provide these loans, the uses for the loan proceeds, and the terms placed on the borrower.

**Note: The SBA does not offer grants to individual business owners to start or grow a business.**

## SMALL BUSINESS INVESTMENT COMPANY PROGRAM

There are a variety of alternatives to bank financing for small businesses. The Small Business Investment Company (SBIC) program fills the gap between the availability of private capital and

the needs of small businesses for growth capital. Licensed and regulated by the SBA, SBICs are privately owned and managed investment funds that make capital available to qualifying U.S. small businesses at attractive rates.. The funds raise private capital and can receive SBA-guaranteed leverage up to 3x private capital paid-in, with a leverage ceiling of \$150 million per SBIC and \$225 million for two or more licenses under common control. Licensed SBICs are for-profit investment firms whose incentive is to share in the success of a small business. The SBIC program provides funding for a broad range of industries. Some SBICs invest in a particular field or industry while others invest more generally. For more information visit [www.sba.gov/inv](http://www.sba.gov/inv).

## SMALL BUSINESS INNOVATION RESEARCH PROGRAM

The Small Business Innovation Research (SBIR) program encourages small businesses to advance their technical potential from funds committed by federal agencies with large extramural research and development budgets. The SBIR program serves to fund the critical startup and development stages for a technology and encourages commercialization of the technology, product or service. In turn, this stimulates the U.S. economy.

## SBIR Requirements:

Small businesses must meet the following eligibility criteria to participate in the SBIR program.

- Be 51 percent owned and controlled by one or more individuals who are U.S. citizens or permanent resident aliens in the U.S. or be a for-profit business concern that is at least 51 percent owned and controlled by another for-profit business concern that is at least 51 percent owned and controlled by one or more individuals who are citizens of, or permanent resident aliens in, the U.S.
- Be for-profit.
- Principal researcher must be employed by small business.
- Company size cannot exceed 500 employees.

For more information on the SBIR Program visit [www.sba.gov/sbir](http://www.sba.gov/sbir).

## Participating Agencies:

Each year, the following eleven federal departments and agencies are required to reserve 2.5% of their extramural R&D funds for award to small businesses through the SBIR program: Departments of Agriculture; Commerce; Defense; Education; Energy; Health and Human Services; Homeland Security; Transportation; Environmental Protection Agency; National Aeronautics and Space Administration; and National Science Foundation.

## SMALL BUSINESS TECHNOLOGY TRANSFER PROGRAM

The Small Business Technology Transfer (STTR) program reserves a specific percentage of federal R&D funding for award to small business and non-profit research institution partners. Central to the program is expansion of the public/private sector partnership to include the joint venture opportunities for small business and the nation's premier nonprofit research institutions. Small business has long been where innovation and innovators thrive, but the risk and expense of conducting serious R&D efforts can be beyond the means of many small businesses. Non-profit research laboratories are also instrumental in developing

high-tech innovations but frequently, innovation is confined to the theoretical. STTR combines the strengths of both entities by introducing entrepreneurial skills to high-tech research efforts. The technologies and products are transferred from the laboratory to the marketplace. The small business profits from the commercialization, which, in turn, stimulates the U.S. economy.

### STTR Requirements:

Small businesses must meet the following eligibility criteria to participate in the STTR program.

- Be 51 percent owned and controlled by one or more individuals who are U.S. citizens or permanent resident aliens in the U.S.
- Be organized for profit.
- Principal researcher need not be employed by small business.
- Company size cannot exceed 500 employees. (No size limit for nonprofit research institution).

*The nonprofit research institution partner must also meet certain eligibility criteria:*

- Be located in the United States and be one of the following:
- Nonprofit college or university.
- Domestic nonprofit research organization.
- Federally funded R&D center.

### Participating Agencies:

Each year the following five Federal departments and agencies are required by STTR to reserve 0.3% of their extramural R&D funds for award to small business/nonprofit research institution partnerships: Department of Defense; Department of Energy; Department of Health and Human Services; National Aeronautics and Space Administration; and National Science Foundation.

## SBA BUSINESS LOANS

When you seek a business loan, familiarize yourself with the SBA's business loan programs to see if they may be a viable option. Keep in mind the dollar amount you seek to borrow and how you want to use the loan proceeds. The three principal players in most of these programs are — the applicant small business, the lender and the SBA. SBA guarantees a portion of the loan (except for Microloans). The business should have its business plan prepared before it applies for a loan. This plan should explain what resources will be needed to accomplish the desired business purpose including the cost of everything, the applicants' contribution, use of loan proceeds, collateral, and most

important, an explanation of how the business will be able to repay the loan in a timely manner.

The lender will analyze the application to see if it meets the lender's criteria as well as SBA's requirements. SBA will look to the lender to do much, if not all, of the analysis before it provides its guaranty on the lender's loan or provides the microlenders with funds to re-lend to the business. The SBA's business loan programs provide a key source of financing for viable small businesses that have real potential, but cannot qualify for loans from the lending institutions on their own.

## 7(A) LOAN PROGRAM

The 7(a) Loan program is the SBA's primary business loan program. It is the agency's most used non-disaster financial assistance program because of its flexibility in loan structure, variety of loan proceeds uses, and availability. This program has broad eligibility requirements and credit criteria to accommodate a wide range of financing needs.

The business loans that SBA guarantees do not come from the agency, but rather from banks and other approved lenders. The loans are funded by these organizations and they make the decisions to approve or not approve the applicants' requests.

The SBA guaranty reduces the lender's risk of borrower non-payment. If the borrower defaults, the lender can request SBA to pay the lender that percentage of the outstanding balance guaranteed by SBA. This allows the lender to recover a portion from SBA of what it lent if the borrower can't make the payments. The borrower is still obligated for the full amount.

To qualify for an SBA guaranty, a small business must meet the lender's criteria and the 7(a) requirements. In addition, the lender must certify that it would not provide this loan under the proposed terms and conditions unless it can obtain an SBA guaranty. If the SBA is going to provide a lender with a guaranty, the applicant must be eligible and creditworthy and the loan structured under conditions acceptable to SBA.

## PERCENTAGE OF GUARANTIES AND LOAN MAXIMUMS

The SBA only guarantees a portion of any particular loan so each loan will also have an unguaranteed portion, giving the lender a certain amount of exposure and risk on each loan. The percentage

SBA guarantees depends on either the dollar amount or the program the lender uses to obtain its guaranty. For loans of \$150,000 or less the SBA may guaranty as much as 85 percent and for loans over \$150,000 the SBA can provide a guaranty of up to 75 percent.

The maximum 7(a) loan amount is \$5 million. (Loans made under the SBAExpress program, which is discussed subsequently, have a 50 percent guaranty.)

## INTEREST RATES AND FEES

The actual interest rate for a 7(a) loan guaranteed by SBA is negotiated between the applicant and lender and subject to SBA maximums. Both fixed and variable interest rate structures are available. The maximum rate is comprised of two parts, a base rate and an allowable spread. There are three acceptable base rates (Wall Street Journal Prime\*, London Interbank One Month Prime plus 3 percent, and an SBA Peg Rate). Lenders are allowed to add an additional spread to the base rate to arrive at the final rate. For loans with maturities of less than seven years the maximum spread will be no more than 2.25 percent. For loans with maturities of seven years or more, the maximum spread will be 2.75 percent. The spread on loans under \$50,000 and loans processed through Express procedures may be higher.

Loans guaranteed by SBA are assessed a guaranty fee. This fee is based on the loan's maturity and the dollar amount guaranteed, not the total loan amount. The guaranty fee is generally paid by the borrower and can be included in the loan proceeds.

On any loan with a maturity of one year or less, the fee is just 0.25 percent of the guaranteed portion of the loan. On loans with maturities of more than one year, the normal guaranty fee is 2 percent of the SBA guaranteed portion on loans up to \$150,000; 3 percent on loans over \$150,000 but not more than \$700,000; and 3.5 percent on loans over \$700,000. There is also an additional fee of 0.25 percent on any guaranteed portion over \$1 million.

***\* All references to the prime rate refer to the base rate in effect on the first business day of the month the loan application is received by SBA.***



## 7(A) LOAN MATURITIES

SBA loan programs are generally intended to encourage longer term small business financing, but actual loan maturities are based on the ability to repay, the purpose of the loan proceeds and the useful life of the assets financed. However, maximum loan maturities have been established: 25 years for real estate; up to 10 years for equipment (depending on the useful life of the equipment); and generally up to seven years for working capital. Short-term loans and revolving lines of credit are also available through the SBA to help small businesses meet their short-term and cyclical working capital needs.

## STRUCTURE

Most 7(a) loans are repaid with monthly payments of principal and interest. For fixed-rate loans the payments stay the same whereas for variable rate loans the lender can re-establish the payment amount when the interest rates change or at other intervals as negotiated with the borrower. Applicants can request that the lender establish the loan with interest-only payments during the start-up and expansion phases (when eligible) to allow the business time to generate income before it starts making full loan payments. Balloon payments or call provisions are not allowed on any 7(a) loan. The lender may not charge a prepayment penalty if the loan is paid off before maturity, but the SBA will charge the borrower a prepayment fee if the loan has a maturity of 15 or more years and is pre-paid during the first three years.

## COLLATERAL

The SBA expects every 7(a) loan to be fully secured, but the SBA will not decline a request to guaranty a loan if the only unfavorable factor is insufficient collateral, provided all available collateral is offered. What these two policies mean is that every SBA loan is to be secured by all available assets (both business and personal) until the recovery value equals the loan amount or until all assets have been pledged to the extent that they are reasonably available. Personal guaranties are required from all the principal owners of the business. Liens on personal assets of the principals may be required.



## ELIGIBILITY

7(a) loan eligibility is based on four different factors. The first is size, as all loan recipients must be classified as “small” by SBA. The basic size standards are outlined below. A more in-depth listing of standards can be found at [www.sba.gov/size](http://www.sba.gov/size).

### SBA Size Standards:

- Manufacturing — from 500 to no more than 1,500 employees
- Wholesaling — No more than 100 employees
- Services — from \$4.5 million to no more than \$35.5 million in average annual receipts
- Retailing — from \$7 million to no more than \$35.5 million in average annual receipts
- General construction — from \$7 million to no more than \$33.5 million in average annual receipts
- Agriculture — from \$750,000 to no more than \$17.5 million in average annual receipts

### Nature of Business

The second eligibility factor is based on the nature of the business and the process by which it generates income or the customers it serves. The SBA has general prohibitions against providing financial assistance to businesses involved in such activities as lending, speculating, passive investment, pyramid sales, loan packaging, presenting live performances of a prurient sexual nature, businesses involved in gambling and any illegal activity.

The SBA will also not support non-profit businesses, private clubs that limit membership on a basis other

than capacity, businesses that promote a religion, businesses owned by individuals incarcerated or on probation or parole, municipalities, and situations where the business or its owners previously failed to repay a federal loan or federally assisted financing.

### Use of Proceeds

The third eligibility factor is use of proceeds. 7(a) proceeds can be used to: purchase machinery, equipment, fixtures, supplies, make leasehold improvements, as well as land and/or buildings that will be occupied by the business borrower.

#### Proceeds can also be used to:

- Expand or renovate facilities;
- Finance receivables and augment working capital;
- Finance seasonal lines of credit;
- Acquire businesses;
- Startup businesses;
- Construct commercial buildings; and
- Refinance existing debt under certain conditions.

SBA 7(a) loan proceeds cannot be used for the purpose of making investments. SBA proceeds cannot be used to provide funds to any of the owners of the business except for ordinary compensation for actual services provided.

### Miscellaneous Factors

The fourth factor involves a variety of requirements such as SBA's credit elsewhere test and utilization of personal assets requirements where the business and its principal owners must use their own resources before getting a loan guaranteed by SBA. It also includes SBA's anti-discrimination rules and restrictions on lending to agricultural



enterprises because there are other agencies of the federal government with programs to fund such businesses.

**Generally, SBA loans must meet the following criteria:**

- Every loan must be for a sound business purpose;
- There must be sufficient invested equity in the business so it can operate on a sound financial basis;
- There must be a potential for long-term success;
- The owners must be of good character and reputation; and
- All loans must be so sound as to reasonably assure repayment.

For more information, go to

[www.sba.gov/apply](http://www.sba.gov/apply).

## WHAT TO TAKE TO THE LENDER

Documentation requirements may vary; contact your lender for the information you must supply.

**Common requirements include the following:**

- Purpose of the loan.
- History of the business.
- Financial statements for three years (existing businesses).
- Schedule of term debts (existing businesses).
- Aging of accounts receivable and payable (existing businesses).
- Projected opening-day balance sheet (new businesses).
- Lease details.
- Amount of investment in the business by the owner(s).
- Projections of income, expenses and cash flow as well as an explanation of the assumptions used to develop these projections.
- Personal financial statements on the principal owners.
- Resume(s) of the principal owners and managers.

## HOW THE 7(A) PROGRAM WORKS

Applicants submit their loan application to a lender for the initial review. The lender will generally review the credit merits of the request before deciding if they will make the loan themselves or if they will need an SBA guaranty. If a guaranty is needed, the lender will also review eligibility, and the applicant should be prepared to complete some additional documents before the lender reviews the request to ensure it meets SBA's requirements before sending the request for guaranty to the SBA. Applicants who feel they need more help with the process should contact their local SBA district office or one of SBA's resource partners for assistance.

There are several ways a lender can apply to the SBA for a 7(a) guaranty from SBA. The main differences between these methods are related to the documentation which the lender provides, the amount of review which SBA conducts, the amount of the loan and the lender responsibilities in case the loan defaults and the business' assets must be liquidated. The methods are:

- Standard 7(a) Guaranty
- Certified Lender Program
- Preferred Lender Program
- Rural Lender Advantage
- SBA Express
- Patriot Express
- Export Express
- Small Loan Advantage
- Community Advantage

For the Standard, Certified and Preferred methods, the applicant fills out SBA Form 4, and the lender completes SBA Form 4-1. When requests for guarantees are processed using Express Advantage methods, the applicant uses more of the regular forms of the lender and just has a few federal forms to complete. When SBA receives a request that is processed through Standard or CLP procedures, it either reanalyzes or reviews the lender's eligibility and credit analysis before deciding to approve or reject. For requests processed through PLP, or Express programs, the lender is delegated the authority to make the credit decision without SBA's concurrences which help expedite the processing time.

In guaranteeing the loan, the SBA assures the lender that, in the event the borrower does not repay the loan, the government will reimburse the lending institution for a portion of its loss. By providing this guaranty, the SBA is able to help tens of thousands of small businesses every year get financing they might not otherwise obtain.

After SBA approval, the lender is notified that its loan has been guaranteed. The lender then will work with the applicant to make sure the terms and conditions are met before closing the loan, disbursing the funds, and assuming responsibility for collection and general servicing. The borrower makes monthly loan payments directly to the lender. As with any loan, the borrower is responsible for repaying the full amount of the loan in a timely manner.

## What the SBA Looks for:

- Ability to repay the loan on time from the projected operating cash flow.
- Owners and operators who are of good character.
- Feasible business plan.
- Management expertise and commitment necessary for success.
- Sufficient funds, including the SBA guaranteed loan, to operate the business on a sound financial basis (for new businesses, this includes the resources to meet start-up expenses and the initial operating phase).
- Adequate equity invested in the business.
- Sufficient collateral to secure the loan or all available collateral if the loan cannot be fully secured.

## SBAEXPRESS

The SBAExpress guaranty is available to lenders as a way to obtain a guaranty on smaller loans up to \$350,000. **(Note: Through September 27, 2011, this has increased to \$1 million.)**

The program authorizes selected, experienced lenders to use mostly their own forms, analysis and procedures to process, service and liquidate SBA-guaranteed loans. The SBA guarantees up to 50 percent of an SBAExpress loan. Loans under \$25,000 do not require collateral. The use of loan proceeds is the same as for any basic 7(a) loan. Like most 7(a) loans, maturities are usually five to seven years for working capital and up to 25 years for real estate or equipment. Revolving lines of credit are allowed for a maximum of seven years.

## PATRIOT EXPRESS

The Patriot Express pilot loan initiative is for veterans and members of the military community wanting to establish or expand a small business. Eligible military community members include:

- Veterans;
- Service-disabled veterans;
- Active-duty servicemembers eligible for the military's Transition Assistance Program;
- Reservists and National Guard members;
- Current spouses of any of the above, including a servicemember;
- The widowed spouse of a servicemember or veteran who died during service or of a service-connected disability.

The Patriot Express loan is offered by SBA's widest network of lenders nationwide and features the fastest turnaround time for loan approvals. Loans are available up to \$500,000 and



Maryland law allows that Maryland residents are entitled to one free copy of their credit report per year. Contact one of the credit reporting agencies below to request a copy of your report.

Equifax	800-685-1111
TransUnion	800-888-4213
Experian	888-397-3742

## ADVANTAGE LOANS

In early 2011, SBA rolled out two Advantage loan initiatives aimed at helping entrepreneurs and small business owners in underserved communities gain access to capital. Both offer a streamlined loan application process and the regular 7(a) loan guaranty for loans under \$250,000.

The Small Loan Advantage program is available to lenders participating in the Preferred Lenders program. SBA lenders who are not participating in the preferred lenders program can contact their local district office to apply.

The Community Advantage pilot program opens up 7(a) lending to mission-focused, community-based lenders – such as CDFIs, CDCs, and microlenders – who provide technical assistance and economic development support in underserved markets.

More information on both programs is available at [www.sba.gov/advantage](http://www.sba.gov/advantage).

## SPECIAL PURPOSE 7(a) LOAN PROGRAMS

The 7(a) program is the most flexible of SBA's lending programs. The agency has created several variations on the basic 7(a) program to address the particular financing need of certain small businesses. These special purpose programs are not necessarily for all businesses but may be very useful to some small businesses. They are generally governed by the same rules, regulations, fees, interest rates, etc. as the regular 7(a) loan guaranty. Lenders can advise you of any variations.

## CAPLines

The CAPLines program is designed to help small businesses meet their short-term and cyclical working capital needs. There are five loan programs under the CAPLines umbrella. The programs can be used to finance seasonal working capital needs; finance the direct costs of performing certain construction, service and supply contracts; finance the direct cost associated with commercial and residential construction; finance

operating capital by obtaining advances against existing inventory and accounts receivable; and consolidate short-term debt. SBA provides up to an 85 percent guarantee. There are five distinct programs under the CAPLine umbrella:

- **The Contract Loan Program** is used to finance material and labor needs for a specific contract or contracts. Proceeds can be disbursed before the work begins. If used for one contract, it is generally not revolving; if used for more than one contract at a time, it can be revolving. The loan maturity is usually based on the length of the contract, but no more than five years. Contract payment must be sent directly to the lender.
- **The Seasonal Line of Credit Program** is used to support buildup of inventory, accounts receivable or labor and materials above normal usage for seasonal inventory. The business must have been in business for a period of 12 months and must have a definite established seasonal pattern. The loan may be used over again after a "clean-up" period of 30 days to finance activity for a new season. These also may have a maturity of up to five years. The business may not have another seasonal line of credit outstanding but may have other lines for non-seasonal working capital needs.
- **The Builders Line Program** provides financing for small contractors or developers to construct or rehabilitate residential or commercial property. Loan maturity is generally three years but can be extended up to five years if necessary to facilitate sale of the property. Proceeds are used solely for direct expenses of acquisition, immediate construction and/or significant rehabilitation of the residential or commercial structures. The purchase of the land can be included if it does not exceed 20 percent of the loan proceeds. Up to 5 percent of the proceeds can be used for physical improvements that benefit the property.
- **The Small Asset-Based Line** is a revolving line of credit (up to \$200,000) that provides short term working capital. These lines are generally used by businesses that provide credit to their customers. Disbursements are based on the size of a borrower's accounts receivable and/or inventory. Repayment comes from the collection of accounts receivable or sale of inventory. It does require periodic servicing and monitoring of the collateral for which the lender can charge up to two percent annually to the borrower.

qualify for SBA's maximum guaranty of 85 percent for loans of \$150,000 or less and 75 percent for loans over \$150,000 up to \$500,000. For loans above \$350,000, lenders are required to take all available collateral.

The Patriot Express loan can be used for most business purposes, including start-up, expansion, equipment purchases, working capital, inventory or business-occupied real-estate purchases.

Patriot Express loans feature SBA's lowest interest rates for business loans, generally 2.25 percent to 4.75 percent over prime depending upon the size and maturity of the loan. Your local SBA district office will have a listing of Patriot Express lenders in your area. More information is available at [www.sba.gov/patriotexpress](http://www.sba.gov/patriotexpress).

## Review Your Credit Report

Before applying for a small business loan, you should request a copy of your credit report. Once you receive your report, review it for accuracy and make any corrections before seeing a lender. Accessing your credit report is the first thing a lender will do when reviewing your loan application. Be sure you know what's on the report and that all of the information is correct before talking with a lender.

- **The Standard Asset-Based Line** is similar to the Small Asset-Based Line, but for loan amounts over \$200,000. It does require stricter servicing and monitoring and the lender may pass these costs along to the borrower.

## EXPORT ASSISTANCE

### Trade Financing

The SBA has help for existing small businesses wanting to export goods and services.

## U.S. EXPORT ASSISTANCE CENTER (USEAC)

U.S. Export Assistance Centers are a network of facilities around the U.S. staffed by SBA, U.S. Department of Commerce and the Export-Import Bank of the U.S. to provide trade promotion and export-finance assistance for small businesses in a single location. The USEACs also work closely with other federal, state and local international trade organizations. To find the nearest USEAC, go to [www.export.gov/eac](http://www.export.gov/eac).

## EXPORT WORKING CAPITAL PROGRAM

The SBA's Export Working Capital program (EWCP) assists lenders in meeting the needs of exporters seeking short-term export working capital. This program enables U.S. exporters to obtain loans to fund their direct export costs. The EWCP supports single transactions or revolving lines of credit. The maximum dollar amount of an export line of credit under this program is \$5 million. SBA guarantees up to 90% of a loan amount or \$ 4.5 million, whichever is less. Loan maturities are generally for a term of 12 months. The guaranty can be reissued for an additional 12 months through a new application process. The guaranty fee the SBA charges is 0.25 percent of the guaranteed amount of the loan for the initial 12 months. The borrower negotiates the interest rate and all other fees with the lender. The program offers flexible terms, low fees and a quick processing time. For information, see [www.sba.gov/exportloans](http://www.sba.gov/exportloans).

### Eligibility of Exporter

You must have a business operating history of at least one year – not necessarily in exporting. The SBA may



waive this requirement if you have sufficient export trade experience or other managerial experience.

### Eligibility of Foreign Buyers

The foreign buyer must be a creditworthy entity and the methods of payment must be acceptable to the SBA and the export lender.

### Use of EWCP Proceeds:

- To acquire inventory for export or to be used to manufacture goods for export.
- To pay the manufacturing costs of goods for export.
- To purchase goods or services for export.
- To support standby letters of credit related to export transactions.
- For pre-shipment working capital directly related to export orders.
- For post-shipment foreign accounts receivable financing.

### Ineligible Use of Proceeds

- To support the applicant's domestic sales.
- To acquire fixed assets or capital goods for the applicant's business.
- To support a sale where the exporter is not taking title to the goods.
- To acquire, equip, or rent commercial space overseas.
- To serve as a warranty letter of credit.

### Collateral Requirements

- Collateral for the manufacturing sector typically consists of a first lien on all export-related inventory and export related accounts receivable.
- Collateral for the service sector typically consists of assignment of proceeds of export-related contracts or purchase orders and a first lien on export-related accounts receivable.
- Other collateral may be required.

### How to Apply

A small business exporter seeking a guaranteed EWCP loan must apply to a lender.

## INTERNATIONAL TRADE LOAN PROGRAM

The SBA's International Trade Loan program (ITL) helps small businesses engaged or preparing to engage in international trade as well as small businesses adversely affected by competition from imports. This program allows for a maximum loan amount of \$5 million. The international trade loan provides an SBA guarantee up to \$ 4.5 million for a term loan used for the acquisition, construction, renovation, modernization, improvement or expansion of long-term fixed assets or the refinancing of an existing loan used for these same purposes. It may also be used in for working capital or in conjunction with any SBA working capital loans, including the EWCP. The SBA guaranty fee and interest rates are the same as for any standard 7(a) loans.

### Eligibility of Exporter

- Applicants must meet the same eligibility requirements for a 7(a) loan.
- Applicant must establish the loan will significantly expand or develop an export market, or the applicant has been adversely affected by import competition, and, in addition, the applicant must show that upgrading equipment or facilities will improve its competitive position.
- If eligibility is based on entering or expanding export sales, the applicant must submit a one or two page international business plan, including sufficient information to reasonably support the likelihood of expanded export sales.





### Use of Proceeds

- For facilities or equipment, including purchasing land and building(s); building new facilities; renovating, improving, or expanding existing facilities; purchasing or reconditioning machinery, equipment and fixtures; and making other improvements that will be used within the United States for producing goods or services. Refinancing a facility/building is also permissible if the original loan on the property could have been refinanced under regular 7(a).

**Collateral Requirements - Collateral requirements are the same as for regular 7(a) loans.**

**How to Apply** - A small business exporter seeking a guaranteed loan must apply to an SBA participating lender. Call your local SBA District Office for a list of participating lenders.

## EXPORT EXPRESS

The Export Express program is designed to help SBA meet the export financing needs of small businesses. It is subject to the same loan processing, making, closing, servicing, and liquidation requirements as well as the same maturity terms, interest rates, and applicable fees as for other SBA loans except as noted below. The total Export Express loan cannot exceed \$500,000. SBA guarantees 90 percent for loans of \$350,000 and under and 75 percent for loans greater than \$350,000 up to the maximum of \$500,000. SBA allows participating lenders to make their own

credit decisions. SBA provides a quick processing time, less than 36 hours.  
**Eligible Buyers – The same as for the Export Working Capital Program.**

### Use of Proceeds

- Finance standby letters of credit used for either bid or performance bonds;
- Finance export development activities such as export marketing and promotional activities, participation in foreign trade shows, translation of product literature for foreign markets, and other activities designed to initiate or expand the applicant's export of its products/services from the U.S.;
- Provide transaction-specific financing for overseas orders;
- Provide revolving lines of credit for export purposes, the term of which must not exceed seven years. In some instances, as a normal course of business, the borrower may use portions of revolving lines of credit for domestic purposes, but no less than 70 percent of the revolving line to be used for export related purposes;
- Provide term loans and other financing to enable small business concerns, including small business export trading companies to develop foreign markets; and
- Acquire, construct, renovate, modernize, improve or expand production facilities or equipment to be used in the U.S. in the production of goods or services to be exported from the U.S.

### Ineligible Use of Proceeds

Proceeds may not be used to finance overseas operations, other than those strictly associated with the marketing and/or distribution of products/services exported from the U.S.

### How to Apply

The application process is the same for the SBAExpress, except the applicant must demonstrate that loan proceeds will enable it to enter a new export market or expand an existing export market. The applicant must submit to the lender a plan that includes projected export sales for the upcoming year as well as the dollar volume of export sales for the previous year.

## SBA'S NON-7(a) LOAN PROGRAMS

In addition to the 7(a) Loan program SBA has three other non-disaster assistance programs which can help small businesses gain access to capital and bonding.

## CERTIFIED DEVELOPMENT COMPANY LOAN PROGRAM (504 LOANS)

The 504 Loan program is an economic development program that supports American small business growth and helps communities through business expansion and job creation. This SBA program provides long-term, fixed-rate, subordinate mortgage financing for acquisition and/or renovation of capital assets including land, buildings and equipment. Some refinancing is also permitted. Most for-profit small businesses are eligible for this program. The types of businesses excluded from 7(a) loans (listed previously) are also excluded from the 504 loan program.

Loans are provided through Certified Development Companies. CDCs work with banks and other lenders to make loans in first position on reasonable terms, helping lenders retain growing customers and provide Community Redevelopment Act credit.

The SBA 504 loan is distinguished from the SBA 7(a) loan program in these ways:

**The maximum debenture, or long-term loan, is:**

- \$5 million for businesses that create a certain number of jobs or improve the local economy;
- \$5 million for businesses that meet a specific public policy goal, including veterans; and
- \$5.5 million for manufacturers and energy public policy projects.

Recent additions to the program allow \$5.5 million for each project that reduces the borrower's energy consumption by at least 10 percent; and \$5.5 million for each project that generates renewable energy fuels, such as biodiesel or ethanol production. Projects eligible for up to \$5.5 million under one of these two requirements do not have to meet the job creation or retention requirement, so long as the CDC portfolio average is at least \$65,000.

- Eligible project costs are limited to long-term, fixed assets such as land and building (occupied by the borrower) and substantial machinery and equipment. Working capital is not an eligible use of proceeds.
- Most borrowers are required to make an injection (borrower contribution) of just 10 percent which allows the business to conserve valuable operating capital. A further injection of 5 percent is needed if the business is a start-up or new (less than 2 years old) and a further injection of 5

percent is also required if the primary collateral will be a single purpose building.

- Two-tiered project financing: a lender finances approximately 50 percent of the project cost and receives a first lien on the project assets (but no SBA guaranty); A CDC (backed by a 100% SBA-guaranteed debenture) finances up to 40% of the project costs secured with a junior lien. The borrower provides the balance of the project costs.
- Fixed interest rate on SBA loan. SBA guarantees the debenture 100 percent. Debentures are sold in pools monthly to private investors. This low, fixed rate is then passed on to the borrower and establishes the basis for the loan rate.
- All project-related costs can be financed, including acquisition (land and building, land and construction of building, renovations, machinery and equipment) and soft costs, such as title insurance and appraisals. Some closing costs may be financed.
- Collateral is typically a subordinate lien on the assets financed; allows other assets to be free of liens and available to secure other needed financing.
- Long-term real estate loans are up to 20-year term, heavy equipment 10 or 20-year term and are self-amortizing.

**Businesses that receive 504 loans are:**

- Small — net worth under \$15 million, net profit after taxes under \$5 million, or meet other SBA size standards.
- Organized for-profit.
- Most types of business — retail, service, wholesale or manufacturing.

The SBA's 504 certified development companies serve their communities by financing business expansion needs. Their professional staffs work directly with borrowers to tailor a financing package that meets program guidelines and the credit capacity of the borrower's business. For information, visit [www.sba.gov/504](http://www.sba.gov/504).

**Business Finance Group**

646 Shore Rd.  
Severna Park, MD 21146  
410-544-1994  
[www.businessfinancegroup.org](http://www.businessfinancegroup.org)

**Chesapeake Business Finance Corp.**

4606 Wedgewood Blvd.  
Frederick, MD 21703  
301-668-1844 or 800-453-0262  
[www.chesapeake504.com](http://www.chesapeake504.com)

**FSC First**

1100 Mercantile Ln., Ste. 115-A  
Largo, MD 20774  
301-883-6900  
[www.fscfirst.com](http://www.fscfirst.com)

**Mid-Atlantic Business Finance Company**

1410 N. Crain Hwy., Ste. 5B/P.O. Box 19815  
Baltimore, MD 21225  
410-863-1600 or 800-730-0017  
[www.mabfc.com](http://www.mabfc.com)

## MICROLOAN PROGRAM

The Microloan program provides small loans ranging from under \$500 to \$50,000. Under this program, the SBA makes funds available to nonprofit intermediaries that, in turn, make the small loans directly to entrepreneurs, including veterans. Proceeds can be used for typical business purposes such as working capital, or the purchase of furniture, fixtures, machinery, supplies, equipment, and inventory. Microloans may not be used for the purchase of real estate. Interest rates are negotiated between the borrower and the intermediary. The maximum term for a microloan is 7 years. For more information, go to [www.sba.gov/microloans](http://www.sba.gov/microloans).

**ECDC Enterprise Development Group**

901 South Highland St.  
Arlington, VA 22204  
703-685-0510  
[generalmessages@entdevgroup.org](mailto:generalmessages@entdevgroup.org)  
[www.entdevgroup.org](http://www.entdevgroup.org)

**Maryland Capital Enterprises**

P.O. Box 1844  
Salisbury, MD 21802  
866-MARY CAP or 410-546-1900  
410-546-9718 Fax  
[info@marylandcapital.org](mailto:info@marylandcapital.org)  
[www.marylandcapital.org](http://www.marylandcapital.org)

## THE SURETY BOND GUARANTEE PROGRAM

The Surety Bond Guarantee program is a public-private partnership between the federal government and surety companies to provide small businesses with the bonding assistance necessary for them to compete for public and private contracting and subcontracting opportunities. The guarantee provides all incentive for sureties to bond small businesses that would otherwise be unable to obtain bonding. The program is aimed at small businesses that lack the working capital or performance track record necessary to secure bonding on a reasonable basis through regular commercial channels.

Through this program, the SBA guarantees bid, payment, performance and ancillary bonds issued by surety companies for individual contracts and subcontracts up to \$2 million. The SBA reimburses sureties between 70 and 90 percent of losses sustained if a contractor defaults on the contract.

The SBA has two program options available, the Prior Approval Program (Plan A) and the Preferred Surety Bond Program (Plan B). In the Prior Approval Program, SBA guarantees 90 percent of surety's paid losses and expenses on bonded contracts up to \$100,000, and on bonded contracts greater than \$100,000 that are awarded to socially and economically disadvantaged concerns, HUBZone contractors, and veterans, and service-disabled veteran owned small businesses. All other bonds guaranteed in the Plan A Program receive an 80 percent guarantee. Sureties must obtain SBA's prior approval for each bond guarantee issued. Under Plan B, SBA guarantees 70 percent, but sureties may issue, monitor and service bonds without SBA's prior approval.



# *Putting America Back to Work*

## **THE SMALL BUSINESS JOBS ACT:**

### **THE TOOLS SMALL BUSINESSES NEED**

On Sept. 27, President Obama signed the Small Business Jobs Act, which is the most significant piece of small business legislation in over a decade. The Jobs Act provides entrepreneurs and small business owners with a toolbox that includes tax relief, access to capital, more contracting opportunities and exporting assistance, so they can grow and create the jobs America needs. So, whether you're starting a business or looking to grow, here are the facts you need to know to take advantage of all that's in the Small Business Jobs Act.

### **PROVIDING TAX RELIEF FOR SMALL BUSINESSES**

As tax season approaches, there are several new tax cuts that small business owners can take advantage of, including:

- The highest ever small business expensing limits—\$500,000 for 2010 and 2011
- Carry back for qualified small businesses of general business credits to offset five years of taxes
- Zero capital gains taxes on qualified stock investments in small businesses for the 2010 tax year
- Increased deductions for start-up expenditures for entrepreneurs for the 2010 tax year
- Easier deductions for employer-provided cell phones
- New deductions for health insurance costs for self-employed business owners and their family members
- Limits on penalties for errors in tax reporting that disproportionately affect small business
- Extended bonus depreciation

## **HELPING SMALL BUSINESSES GAIN ACCESS TO CAPITAL**

Access to capital is one of the biggest concerns facing small businesses. You may have heard about the Jobs Act's extensions of the popular provisions which increased the guarantee on loans and reduced the borrower fees in our top two programs. This helped SBA turn \$505 million in taxpayer funds into \$12 billion in overall small business lending. This temporary provision has drawn to a close, but the Jobs Act made a number of changes to SBA lending which will help small businesses get the capital they need.

For small businesses like manufacturers, exporters, and franchises, that are ready to grow but need larger loans, the Jobs Act permanently increased the limits on SBA loans from \$2 million to \$5 million. This will help more small businesses who need capital use SBA loans. The Jobs Act also increases SBA microloan maximums from \$35,000 to \$50,000. SBA data shows that microloans often benefit entrepreneurs who need startup capital and business owners in underserved communities who often find it harder to access capital.

The Jobs Act contained two important temporary provisions. The limit on quick-turnaround SBA Express loans was increased from \$350,000 to \$1 million through September, 2011. And, the Jobs Act will soon temporarily allow owner-occupied small businesses to use SBA's 504 loan program to refinance their non-SBA commercial real estate mortgages. With a large percentage of commercial real estate mortgages set to mature in the next few years, many small business owners face the negative impact of declining real estate values. Allowing good, healthy small businesses to refinance their mortgages will help them keep their doors open and protect jobs, as well as get more stable, long-term mortgage financing.



## HELPING SMALL BUSINESSES WIN GOVERNMENT CONTRACTS

**Are you a government contractor?** The Federal government is the largest purchaser of goods and services in the world. Last year, \$100 billion in Federal contracts went to small businesses. The Jobs Act contains provisions to help build on that and get more contracts in the hands of small businesses in 2011 and beyond.

For instance, the law reaffirmed “parity” among federal small-business contracting programs. When awarding contracts that are set-aside for small businesses, contracting officers are free to choose among businesses owned by women and service-disabled veterans, as well as businesses participating in HUBZone and 8(a) programs.

The law eliminates the “Competitiveness Demonstration” program, which limited opportunities for small contractors in 11 industries where they excel, such as construction, landscaping and pest control. This will build on the \$24 billion small businesses won in these industries in Fiscal Year 2009 (effective January 31, 2011).

The law gives contracting officers the ability to reserve orders for small business participation on contracts with multiple awards including the Federal Supply Schedule (GSA Multiple Award Schedule). The law makes it harder for agencies to “bundle” contracts, a practice that makes it more difficult for small businesses to compete.

The law establishes a legal standing of “presumption of loss” when a business misrepresents its ownership status or size in winning a government contract. This allows a federal agency to claim a loss on the purchase, enabling those agencies, including the Department of Justice, to vigorously pursue fraudulent firms.

The law holds large prime contractors more accountable to their own subcontracting plans by requiring written justification when plans aren’t met and when small business subcontractors aren’t paid on time. This helps eliminate “bait-and-switch” tactics that occur when large primes – after winning the prime contract – don’t follow through with their own plans to give subcontracts to small businesses.

Whether your small business has worked on government contracts for years, or you’re looking at contracting as a way to grow, there’s good news in the Jobs Act.

## HELPING SMALL BUSINESSES GROW THROUGH EXPORTING

Small businesses are the sector of the economy that’s best poised for growth through exporting. With the growth in new technology, new markets are opening up small businesses all the time. And since the President has made it a priority to double the country’s exports, now is a perfect time to begin exporting. The Jobs Act makes growing your business through exporting easier than ever.

The loan limits in SBA’s International Trade Loans and Export Working Capital have been increased to \$5 million. These loans support small business exporters who need capital to invest in exporting and fill orders coming from overseas. Moreover, the Export Express Pilot is now a permanent, with 90% guarantees for loans up to \$350,000 and 75% for loans between \$350,000 and \$500,000. Lastly, the Jobs Act provides funding for competitive grants for states to help small business owners with exporting.

## MORE TOOLS FOR SMALL BUSINESSES

There are dozens and dozens of programs, resources, and tools to support your small business in the Small Business Jobs Act. From the new loan programs and tax cuts mentioned above, to the Treasury Department’s Small Business Lending Fund that will help many community banks around the country, you’re sure to find what you need to grow your business and create jobs. Your local SBA district office or resource partner can help you navigate the ins-and-outs of the Jobs Act, or you can get started by visiting [www.SBA.gov](http://www.SBA.gov).





# LOAN GUARANTY PROGRAMS

Information current as of March 2011 • All SBA programs and services are provided on a nondiscriminatory basis.

U.S. Small Business Administration

Program	Maximum Amount	Percent of Guaranty	Use of Proceeds	Maturity	Maximum Interest Rate	Guaranty Fees	Who Qualifies	Benefit to Borrowers
<b>7(a) Loans</b>								
<b>Standard 7(a):</b> Applicant applies to lender for loan; Lender applies to SBA for guaranty if they determine it is necessary.	\$5 million gross (\$3.75 million guaranty)	85% on loans of \$150,000 or less; 75% for loans over \$150,000.	Expansion/renovation; new construction, purchase land or buildings; purchase equipment, fixtures, lease-hold improvements; working capital; refinance debt for compelling reasons; short term line of credit, inventory.	Depends on ability to repay. Generally working capital & machinery and equipment (not to exceed life of equipment) is 5-10 years; real estate is 25 years.	Generally Base Rate (Wall Street Prime, LIBOR + 3.0, or SBA Peg Rate plus allowable spread: 2.25% when maturity less than 7 years, 2.75% when maturity 7 years or more.	Check with local SBA District Office for current information.	Must be for profit and meet SBA size standards; show good character, credit, management, and ability to repay; Must be an eligible type of business.	Long-term financing; Improved cash flow; Fixed maturity; No balloons; No prepayment penalty (under 15 years).
<b>SBAExpress</b> Lender approves; Minimal SBA paperwork for lenders.	\$1,000,000	Lender provided a 50% guaranty from SBA	Same as Standard 7(a) or may be used for revolving lines of credit.	Same as Standard 7(a) for loan terms; Revolving lines of credit up to 7 years.	Check with local SBA District Office for current information.	Check with local SBA District Office for current information.	Same as Standard 7(a)	Faster turnaround; Streamlined process; Easy-to-use line of credit.
<b>Patriot Express</b> Lender approves loan; Minimal additional SBA paperwork.	\$500,000	Same as Standard 7(a)	Same as Standard 7(a) except cannot be revolving.	Same as Standard 7(a)	Same as Standard 7(a)	Same as Standard 7(a)	Same as Standard 7(a) plus must be owned & controlled by one or more of the following groups equaling 51% total ownership: veteran, active-duty military, reservist or National Guard member or spouse of any of these groups, or widowed spouse of service member or veteran who died during service or of service-connected disability.	Lower interest rate maximums than other SBA Express programs. Less paperwork Fast turnaround Expanded eligibility Electronic application
<b>CAPLines:</b> Short-term/Revolving Lines of Credit; Seasonal Contract Builders Standard/ Small Asset-Based.	\$5 million (small asset based limited to \$200,000)	Same as Standard 7(a)	Finance seasonal working capital needs; cost to perform; construction costs, advances against existing inventory and receivables, consolidation of short-term debts.	Up to 5 years.	Same as Standard 7(a)	Same as Standard 7(a)	Same as Standard 7(a) plus a business that needs specialized proceeds this program offers.	Provides short-term working capital; Structured to meet business needs; Funds to perform on an assignable contract, to cover seasonal needs, to build or renovate personal or commercial space, and to obtain funds against existing current assets.
<b>International Trade</b> to help a business obtain fixed assets used in producing goods and services to be exported.	\$5 million	Same as Standard 7(a)	For the acquisition of long-term, fixed assets plus working-capital loans associated with international trade.	Up to 25 years.	Same as Standard 7(a)	Same as Standard 7(a)	Same as Standard 7(a) plus businesses must be engaged/preparing to engage in international trade/adversely affected by competition from imports.	Long-term financing for land and building where assets are used to produce products for export.
<b>Export Working Capital Program</b> 1-page application, fast turnaround, may apply for prequalification letter.	\$5 million (may be combined with International Trade loan)	Most guaranteed at 90%	Short-term, working-capital loans for exporters.	Up to 3 years but matched single transaction cycle or generally 1 yr. for line of credit.	Established by lender	Same as Standard 7(a)	Same as Standard 7(a) plus must have been in business for at least one year.	Short-term working capital for export needs; inexpensive minimum guaranty fee when maturity one year (one quarter of one percent); Revolving or transaction based; Allows specific financing for exporting without disrupting domestic financing and business plan.
<b>Small Loan Advantage</b> PLP lenders request guarantees using streamlined forms.	\$250,000 gross loan amount	Same as Standard 7(a)	Same as Standard 7(a) except cannot be revolving.	Same as Standard 7(a)	Same as Standard 7(a)	Same as Standard 7(a)	Applicants seeking loans of \$250,000 or less who apply to PLP lenders.	PLP lenders may be more willing to provide financing to applicants seeking smaller loans with the streamlined application forms.
<b>Community Advantage</b> Allows mission-oriented lenders focused on economic development in underserved markets to apply for 7(a) guaranty on loan they propose to make to an otherwise eligible small business.	\$250,000 gross loan amount	Same as Standard 7(a)	Same as Standard 7(a) except cannot be revolving and cannot be used to refinance loans made by or guaranteed by the Dept. of Agriculture or loans by SBA Micro-Lenders using their SBA intermediary loan.	Same as Standard 7(a)	Same as Standard 7(a) except allowable "Spread" is +4.1% rather than base +2.25 or 2.75	Same as Standard 7(a)	Loan eligibility requirements are same as for Standard 7(a) loans, but the business should be located in an underserved market.	Borrower's in underserved markets have more choices on the types of lenders who can provide them financing if their financing needs an SBA guaranty and the technical assistance needs of the applicant are assessed by the lenders.
<b>Non-7(a) Loans</b>								
<b>Microloans</b> Loans through non-profit lending organizations; technical assistance also provided.	\$50,000 (total loan amount to small business borrower)	Not Applicable	Purchase machinery and equipment, fixtures, lease-hold improvement; Finance increased receivables; working capital.	Shortest term possible, not to exceed 6 years.	Check with local SBA District Office for current information.	Not Applicable	Same as 7(a)-Must be profit, meet SBA size standards; show good character credit, management, and ability to repay; Must be an eligible type of business - except nonprofit daycare.	Direct loans from nonprofit intermediary lenders; Fixed-rate financing; Very small loan amounts; Technical assistance available.
<b>504 Loans</b> Fixed Asset, Financing provided by Certified Development Companies (CDCs) and Third Part Lenders.	Up to \$5.0 million	100% guaranty on 504 portion; No guaranty on third party portion.	Long-term, fixed-asset loans	10- or 20-year term	Check with local SBA District Office for current information.	Check with local SBA District Office for current information.	For profit businesses that do not exceed \$15.0 million in tangible net worth and do not have average net income over \$5 million for past 2 years.	Fees under 3 percent; long-term fixed rate; low down payment; full amortization; no balloons.

# CONTRACTING OPPORTUNITIES

# FEDERAL PROCUREMENT OPPORTUNITIES

## How to Apply for Government Contracts

The U.S. government is the largest single purchaser of goods and services in the world, buying everything from armored tanks to paper clips. Every year, the federal government awards more than \$500 billion in contracts, and a significant share of those contracts are specifically allotted to small businesses.

The SBA works with agencies to award at least 23 percent of all prime government contracts to small businesses, with specific statutory goals for small disadvantaged businesses, women-owned, service-disabled veteran-owned, or is located in historically underutilized business zones (HUBZone).

The agency ensures that small businesses have access to long-lasting development opportunities, which means working with small businesses to help them stay competitive, as well as encouraging federal agencies to award more contracts to small businesses. The SBA features outreach programs, matchmaking events, and online training opportunities; and helps agencies identify opportunities for small businesses.

### HOW GOVERNMENT CONTRACTING WORKS

#### Sealed bidding vs. Negotiation

There are two methods the government uses to purchase goods and services, sealed bidding and negotiation. The first method, sealed bidding, involves issuing an invitation for bid by a procuring agency. Under the sealed bidding method, a contract is usually awarded to the lowest priced bidder that can meet the quantity, quality and delivery requirements of the procurement. The second method, negotiation, involves issuing a request for proposal or request for quotation. The business with the best proposal in terms of technical content, price and other factors generally wins the contract.



#### Types of Contracts

Firm fixed price contracts place the responsibility for the costs and risk of loss on the contractor. Firm fixed price contracts do not permit any adjustment on the basis of the contractor's costs during the performance of the contract. This type of contract is used in all sealed bid and some negotiated procurements.

Cost reimbursement contracts provide for the payment of allowable costs incurred by the contractor, to the extent stated in the contract. The contract establishes a ceiling price, above which a contractor may not exceed without the approval of the contracting officer. Cost reimbursement contracts are used in research contracts that have commercial applicability.

Some contracts do not fit neatly into these two categories, such as time and material contracts (prices for hourly wages are fixed but the hours are estimated) and letter contracts (authorizes a contractor to begin work on an urgent requirement).

#### Small Business Set-Asides

A "set-aside" for small businesses reserves an acquisition exclusively for small business concern participation. There are two ways in which set-asides can be determined. First, if an acquisition of goods or services has an anticipated dollar value of at least \$3,000 but not exceeding \$100,000, it is automatically reserved for small businesses. The acquisition will be set aside only if the contracting officer determines there are two or more responsible small business concerns that are competitive in terms of market prices, quality and delivery. Second, if an acquisition of goods or services is more than \$100,000, and if it's likely offers will be obtained from at least two responsible small business concerns, and if awards will be made at fair market prices, the acquisition is reserved for exclusively for small business concerns. Reasonable expectations of small business competition may be evaluated using past acquisition history of an item or similar items.



There are several exceptions and unique rules for specific kinds of small businesses and industries. For R&D small business set-asides, there must be reasonable expectation of obtaining from small businesses the best scientific and technological sources consistent with the demands of the proposed acquisition. For small business set-asides other than for construction services, any concern proposing to furnish a product that it did not itself manufacture must furnish the product of a small business manufacturer unless the SBA has granted either a waiver or exception to this requirement. In industries where the SBA finds that there are no small business manufacturers, it may issue a waiver to the non-manufacturer rule. Waivers permit small businesses to provide any domestic firm's product.

## Subcontracting

Subcontracting opportunities are a great resource for small businesses, especially to those not ready to bid as prime contractors. Experience gained from subcontracting with a federal prime contractor can better prepare businesses to bid for prime contracts.

Current regulations stipulate for contracts offering subcontracting opportunities over \$650,000 for goods and services, or \$1.5 million for construction, large business prime contractors must offer maximum practicable subcontracting opportunities to small businesses. Large business prime contractors must submit a subcontracting plan describing how they will successfully subcontract to small businesses.

To find subcontracting opportunities, a list of Federal prime contractors is available through SBA's Subcontracting Directory at [www.sba.gov](http://www.sba.gov) and [www.gsa.gov](http://www.gsa.gov). Research the list of prime contractors and determine which are best suited for your business. Develop a marketing strategy, and then contact the Small Business Liaison Officer listed for each prime to schedule an appointment.

## CERTIFICATE OF COMPETENCY PROGRAM

The Certificate of Competency program allows a small business, that is the apparent successful offeror, to appeal a contracting officer's non-responsibility determination that it is unable to fulfill the requirements of a specific government contract. The SBA will conduct a detailed review of the

firm's technical and financial capabilities to perform on the contract. If the business demonstrates the capability to perform, the SBA issues a Certificate of Competency to the contracting officer, requiring award of that contract to the small business.

## WHAT YOU SHOULD KNOW ABOUT YOUR BUSINESS

To be eligible to bid on a federal contract, you must know your business. Answer the following three questions:

### 1. Are you a small business?

Is your small business:

- Organized for profit?
- Located in the U.S.?
- Operated primarily within the U.S. or making a significant contribution to the U.S. economy through payment of taxes or use of American products, materials, or labor?
- Independently owned and operated?
- Not dominant in the field of operation in which it is bidding for government contracts?
- A sole proprietorship, partnership, corporation, or any other legal form?

If the first six criteria apply to your business, ask yourself the second important question to find out if your business meets size standard requirements.

### 2. What is the size standard for your business?

Size standards are used to determine whether a business is small or "other than small". Size standards vary depending upon the industry. To determine the size standard for your business, you will need a NAICS code. Every federal agency uses these codes when considering your business. To determine your NAICS code, go to [www.census.gov/eos/www/naics/](http://www.census.gov/eos/www/naics/)

Some SBA programs require their own unique size standards. To find out more about these requirements and other size standard information, go to [www.sba.gov/size](http://www.sba.gov/size)

### 3. Do you fall under a specific certification?

Under the umbrella of "small business," SBA has outlined several specific certifications that businesses may fall under. These certifications are divided into two categories: SBA-Certified and Self-Certified.

The SBA-Certified Programs were created to assist specific businesses in securing federal contracts and therefore can only be issued by SBA administrators. For the Self-Certified Programs, you can determine for yourself if your business meets the requirements by referring to the Federal

Acquisition Regulations (FAR).

Just as Congress has given federal agencies a goal of procuring 23 percent of federal contracts from small businesses, so too must federal agencies meet specific contracting goals for other categories of small firms. These goals are:

- 5 percent of contracts go to Small Disadvantaged Businesses
- 5 percent go to Women-Owned Small Businesses
- 3 percent go to Service-Disabled Veteran-Owned Small Businesses
- 3 percent go to HUBZone Small Businesses

Federal agencies have a strong incentive to fulfill these contracting goals. You should apply for those SBA-Certified and Self-Certified programs for which you qualify to take advantage of contracting opportunities.

## HUBZone

The HUBZone program helps small businesses located in distressed urban and rural communities, known as Historically Underutilized Business Zones, gain access to federal set-aside contracts and sole source contracts as well as a price evaluation preference in full and open contract competitions. There is a statutory requirement that HUBZone small business concerns be awarded not less than 3 percent of the total value of all prime contract awards. The HUBZone program also establishes preference for award of federal contracts to small businesses in these areas. To qualify for the program, a business (except tribally-owned concerns) must meet the following criteria:

- It must be a small business by SBA size standards
- It must be owned and controlled at least 51% by U.S. citizens, or a Community Development Corporation, an agricultural cooperative, or an Indian tribe
- Its principal office must be located within a "Historically Underutilized Business Zone," which includes lands considered "Indian Country" and military facilities closed by the Base Realignment and Closure Act
- At least 35% of its employees must reside in a HUBZone.

Existing businesses that choose to move to qualified areas are eligible to apply for certification. To fulfill the requirement that 35 percent of a HUBZone firm's employees reside in a HUBZone, employees must live in a primary residence at a place for at least 180 days, or as a currently registered voter, and with intent to live there indefinitely.

### **SBA is responsible for:**

- Determining whether or not individual concerns are qualified HUBZone small business concerns;
- Maintaining a list of qualified HUBZone small business concerns for use by acquisition agencies in awarding contracts under the program;
- Adjudicating protests and appeals of eligibility to receive HUBZone contracts.

For additional information, visit [www.sba.gov/hubzone](http://www.sba.gov/hubzone).

## **8(a) BUSINESS DEVELOPMENT PROGRAM**

The 8(a) Business Development program is a nine year program established to assist eligible socially and economically disadvantaged individuals develop and grow their businesses. Business development assistance includes one-to-one counseling, training workshops, and other management and technical guidance. There is a statutory requirement that small disadvantaged business concerns be awarded not less than 5 percent of the total value of all prime contract awards. All firms that become eligible for SBA's 8(a) business development assistance are also considered small disadvantaged business concerns for federal contracting. To be eligible for the 8(a) Business Development program, a business must meet the following criteria:

- It must be a small business by SBA size standards;
- It must be owned (at least 51 percent) by one or more individuals who qualify as socially and economically disadvantaged, and who are US citizens of good character;
- It must be controlled, managed, and operated by one or more individuals who qualify as disadvantaged, and;
- It must demonstrate potential for success (generally by being in business for at least two full years) before applying.

Socially disadvantaged individuals are those who have been subjected to racial or ethnic prejudice or cultural bias because of their identity as a member of a group without regard to their individual capabilities. The following individuals are presumed to be socially disadvantaged: Black Americans, Native Americans, American Indians, Eskimos, Aleuts, or Native Hawaiians, Hispanic Americans, Asian Pacific Americans, and Subcontinent Asian Americans. An individual who is not a member of one of these groups must establish individual social disadvantage by a preponderance of evidence. Economically disadvantaged

individuals are socially disadvantaged individuals whose ability to compete in the free-enterprise system has been impaired due to diminished capital and credit opportunities as compared to others in the same or similar line of business who are not socially disadvantaged.

Firms owned by Alaska Native Corporations, Indian Tribes, Native Hawaiian Organizations, and Community Development Corporations can also apply to the SBA for 8(a) business development assistance.

So that approved firms can obtain training, counseling, and business development assistance, SBA designates a staff person at a local SBA District Office, geographically near the business.

SBA is responsible for

- Determining whether a business qualifies for the 8(a) Business Development program
- Determining whether a business continues to qualify, during the nine-year term.
- Approving Mentor/Protégé agreements between 8(a) firms and large businesses.

For additional information, visit [www.sba.gov/8a](http://www.sba.gov/8a).

## **SDB**

An SDB (Small Disadvantaged Business) is defined as a small business that is at least 51 percent owned and controlled by one or more individuals who are socially and economically disadvantaged.

There is a federal-government wide goal of awarding at least 5 percent of prime contracting dollars to SDBs each year. Large prime contractors must also establish a subcontracting goal for SDBs in their Subcontracting Plans.

Firms self-certify as SDB for without submitting any application to SBA, however firms approved by SBA into the 8(a) Business Development program are automatically certified as an SDB. To self-certify, firms should update their CCR profiles and update their ORCA profiles, making sure that both profiles reflect their SDB status.

## **SDVOSB**

The SDVOSB (Service-Disabled Veteran-Owned Small Business) program has a federal government-wide goal of awarding at least 3 percent of prime and subcontracting dollars to Service-Disabled Veteran-

Owned Small Businesses each year. Large prime contractors must also establish a subcontracting goal for Veteran-Owned Small Businesses in their Subcontracting Plans. These subcontracting goals are reviewed at time of proposal by both the contracting officer and SBA prior to the award of a contract.

The SDVOSB Protest is administered by SBA to ensure that only businesses owned by service-disabled veterans receive contracts reserved exclusively for them. When a business's SDVOSB self-certification is challenged, SBA determines if the business meets the status, ownership, and control requirements.

To determine your eligibility, contact your local veterans business development officer, visit the various program websites, or contact SBA's Office of Veterans Business Development at [www.sba.gov/vets](http://www.sba.gov/vets).

For more information on certifications not described in depth here, refer to the glossary of terms.

## **WOMEN-OWNED SMALL BUSINESS FEDERAL CONTRACT PROGRAM**

On October 7, 2010, the SBA published a final rule effective February 4, 2011, aimed at expanding federal contracting opportunities for women-owned small businesses. The Women-Owned Small Business Federal Contract program authorizes contracting officers to set aside certain federal contracts to Women-owned firms. For additional information, visit [www.sba.gov/content/contracting-opportunities-women-owned-small-businesses](http://www.sba.gov/content/contracting-opportunities-women-owned-small-businesses).



## HOW TO GET STARTED

Once you have identified the important information regarding your business, it is time to start the process of procuring a government contract. Take these necessary steps to begin the bidding process:

### 1. Identify your DUNS (Data Universal Numbering System) number

To register your business, obtain a DUNS number used to identify and track millions of businesses. You can obtain your free DUNS number when registering with the CCR (Central Contractor Registration) at [www.ccr.gov](http://www.ccr.gov) or by contacting Dun & Bradstreet at [www.dnb.com](http://www.dnb.com).

### 2. Identify your EIN (Employer Identification Number)

An EIN, otherwise known as a federal tax identification number, is generally required of all businesses. For more information, go to [www.irs.gov](http://www.irs.gov).

### 3. Identify your NAICS and SIC codes

The NAICS and SIC codes are used to classify the industry a particular business occupies. To register your business, supply at least one code. Refer to the Glossary for more information.

### 4. Register with the CCR

The CCR is an online government-maintained database of companies wanting to do business with the federal government. Agencies search the database for prospective vendors. The CCR is at [www.ccr.gov](http://www.ccr.gov).

After completing registration, you will be asked to enter your small business profile information through the SBA Supplemental Page. The information will be displayed in the Dynamic Small Business Search.

Creating a profile in CCR and keeping it current ensures your firm has access to federal contracting opportunities. Entering your small business profile, including your business information and key word description, allows contracting officers, prime contractors, and buyers from state and local governments to learn about your company.

### 5. Use ORCA

Prospective contractors must complete (electronically or through submission of paperwork), representations and certifications for small business size and program status as part of the process that registers your business for federal contracting opportunities. To make this process easier for everyone involved, the government developed ORCA (Online Representations and Certifications Application), where generally, businesses can complete all of the paperwork online. To begin this process, first register your firm in CCR, then go to [www.orca.bpn.gov](http://www.orca.bpn.gov).

### 6. Register with the GSA Schedule

The GSA (Government Services Administration) Multiple Award Schedule (aka Federal Supply Schedule) is used by GSA to establish long-term, government-wide contracts with commercial firms. Once these contracts are established, government agencies can order the supplies and services they need directly from the firms through the use of an online shopping tool. Becoming a GSA schedule contractor increases your opportunity for contracts across all levels of government. Businesses interested in becoming GSA schedule contractors should review the information available at [www.gsa.gov/schedules](http://www.gsa.gov/schedules).

### 7. Make Sure Your Business is Financially Sound

This critical step is absolutely necessary to make sure that your business is financially prepared for the journey ahead. Even if you are able to obtain a government contract, you will not be receiving all of the money at once. It helps to have a clear plan of how your business will stage the benefits of the contract.

### 8. Search FedBizOpps for contracting opportunities

Federal Business Opportunities, or FedBizOpps, is an online service operated by the federal government that announces available business opportunities. FedBizOpps helps identify the needs of federal agencies and available contracting opportunities. To begin searching for contracting opportunities, go to [www.fbo.gov](http://www.fbo.gov).

### 9. Marketing Your Business

Registering your business is not enough to obtain a federal contract: you will need to market your business to attract federal agencies. Tips for good marketing are:

- o Determine which federal agencies buy your product or service, and get to know them
- o Identify the contracting procedures of those agencies
- o Focus on opportunities in your niche and prioritize

Although not required, you may want to obtain a PSC (Product Services Code) and/or a FSC (Federal Supply Classification). These codes provide additional information about the services and products your business offers.

## AVAILABLE RESOURCES

SBA has a variety of services and resources that can provide you with more information and coach you through the necessary steps to take in order to be successful in your search for a government contract.

### 1. The 8(a) Business Development Program

The 8(a) Business Development Program provides development support to small businesses that are economically and/or socially disadvantaged. To find out more, go to [www.sba.gov/8a](http://www.sba.gov/8a).

### 2. The Mentor Protégé Program

The Mentor Protégé Program encourages approved mentors to provide various forms of business assistance to eligible 8(a) participants as protégés to improve their ability to compete in the public and private marketplaces successfully. To find out more, go to [www.sba.gov/mentor-protége](http://www.sba.gov/mentor-protége).

### 3. Online Training Programs

SBA's Small Business Training Network is a virtual campus complete with courses and programs to help the small business owner. The free, 30-minute course, "Business Opportunities: A Guide to Winning Federal Contracts," is a good introduction for businesses looking to obtain a contract with the federal government. To view this course, among others, go to [www.sba.gov/training](http://www.sba.gov/training).

### 4. Online Podcasts

To make help even more accessible, SBA has podcasts on a variety of topics that will provide more specific information on SBA, government contracting, and small businesses. To access these podcasts, go to [www.sba.gov/training](http://www.sba.gov/training) and select the topic you want to learn more about.

### 5. Counseling Services

SBA has a variety of counseling services aimed at targeting the various needs of small business owners. Some of the counseling services we offer are:

- o SBA district offices: These offices can provide general information about SBA and government contracts.
- o SBDCs (Small Business Development Centers): SBDCs provide management assistance to current and prospective small business owners in the form of both information and guidance.
- o WBCs (Women's Business Centers): WBCs exist to help women entrepreneurs, especially women who are economically and/or socially disadvantaged, start and grow their own business. This is achieved through comprehensive training and counseling on a vast array of topics in many languages.
- o SCORE - Counselors to America's Small Business: One of SBA's resource partners, SCORE is a non-profit organization dedicated to helping entrepreneurs and small business start, grow, and succeed nationwide.



# GLOSSARY OF TERMS

- o Office of Veterans Business Development: The Office of Veterans Business Development aims at maximizing the availability, applicability, and usability of SBA programs for Veterans, Service-Disabled Veterans, Reserve Component Members, and their dependents or survivors.

To find the locations of these offices, or to learn more, go to [www.sba.gov/sba-direct](http://www.sba.gov/sba-direct).

## 6. Procurement Resources

- There are three main resources available for procurement concerns:
- o PTACs (Procurement Technical Assistance Centers): PTACs provide assistance to businesses that want to sell products and services to federal, state, and/or local government. To find a PTAC in your state, go to [www.dla.mil/db/procurem.htm](http://www.dla.mil/db/procurem.htm).
  - o PCRs (Procurement Center Representatives) and CMRs (Commercial Marketing Representatives): PCRs work to increase the small business share of federal procurement awards. CMRs offer many services to small businesses, including counseling on how to obtain subcontracts. To find a PCR or CMR near you, go to [www.sba.gov/sba-direct](http://www.sba.gov/sba-direct).

## Additional Online Resources

- **Department of Defense** (The DoD is the largest purchaser of goods from small businesses): [www.acq.osd.mil/sadbu](http://www.acq.osd.mil/sadbu)
- **Office of Federal Procurement Policy:** [www.whitehouse.gov/omb/procurement](http://www.whitehouse.gov/omb/procurement)
- **Acquisition Forecast:** [www.acquisition.gov/comp/procurement\\_forecasts/index.html](http://www.acquisition.gov/comp/procurement_forecasts/index.html)
- **Federal Supply Schedule (FSS):** [www.gsa.gov](http://www.gsa.gov)
- **GSA Center for Acquisition Excellence:** [www.gsa.gov/portal/content/103487](http://www.gsa.gov/portal/content/103487)

**8(a):** The 8(a) Business Development Program assists eligible socially and economically disadvantaged individuals develop and grow their business. There is a federal government-wide goal of awarding at least 5 percent of contracting dollars to small disadvantaged businesses (SDBs); and firms approved into the 8(a) BD program are automatically certified as an SDB. Businesses that usually have been in existence for at least two years may be eligible for the nine-year program that includes counseling, training, and potential federal procurement opportunities.

### CCR (Central Contractor Registration):

The CCR is an online government-maintained database of companies wanting to do business with the federal government. Agencies search this database for prospective vendors. To register with the CCR, go to [www.ccr.gov](http://www.ccr.gov).

### FAR (Federal Acquisition Regulations):

The FAR is the book of official acquisition regulations by which government programs are defined and federal agencies determine the awarding of contracts. To view the complete FAR, go to [www.acquisition.gov/far](http://www.acquisition.gov/far).

### GCBD (Government Contracting and Business Development):

The Office of Government Contracting and Business Development is an office within SBA that aims to enhance the effectiveness of small business programs by developing policies, regulations, and statutory changes. Please refer to the official website at [www.sba.gov/contracting](http://www.sba.gov/contracting).

### HUBZone (Historically Underutilized Business Zone):

HUBZones are SBA-designated geographic regions that have been historically underutilized. There is a federal government-wide goal of awarding at least 3 percent of contracting dollars to small businesses in HUBZones. In order to be eligible for the HUBZone program, businesses must have their headquarters located in a HUBZone and 35 percent of their employees must reside in a HUBZone.

### NAICS (North American Industry Classification):

NAICS codes are six-digit numbers that are used to classify the industry a particular business occupies. You will need at least one NAICS code to complete your

registration, but be sure to list as many as apply. You may also add or change NAICS codes at any time. To find your NAICS code, visit [www.census.gov/eos/www/naics/index.html](http://www.census.gov/eos/www/naics/index.html).

### Mentor Protégé Program:

The SBA-sponsored Mentor Protégé Program is a subset of the 8(a) Business Development program. Mentor firms are paired with protégé firms to provide managerial and technical assistance to compete successfully for federal contracts. For more information, go to

[www.sba.gov/8a](http://www.sba.gov/8a).

### Service-Disabled Veteran-Owned:

The Service-Disabled Veteran-Owned Small Business program is a subset of the Veteran-Owned Small Business program, and has a federal government-wide goal of awarding at least 3 percent of prime and subcontracting dollars to Service-Disabled Veteran-Owned Small Businesses each year.

### SIC (Standard Industrial Classification):

SIC codes are four-digit numbers that are used to classify the industry a particular business occupies. While NAICS codes have largely replaced SIC codes, you will still need to provide your SIC code. SIC codes can be found at [www.osha.gov/pls/imis/sicsearch.html](http://www.osha.gov/pls/imis/sicsearch.html).

**Veteran-Owned:** A veteran-owned small business is defined as one that is at least 51 percent owned and controlled by one or more veterans; or, in the case of any publicly owned business, at least 51 percent of the stock is owned by one or more veterans and whose management and daily business operations are controlled by one or more veterans. For more information, go to [www.sba.gov/vets](http://www.sba.gov/vets).

**Women-Owned:** A woman-owned small business is defined as one that is at least 51 percent owned and controlled by one or more women; or, in the case of any publicly owned business, at least 51 percent of the stock is owned by one or more women and whose management and daily business operations are controlled by one or more women. There is a federal goal of awarding at least 5 percent of contracting dollars to women-owned small businesses each year. For more information, go to [www.sba.gov/wosb](http://www.sba.gov/wosb).

# DISASTER RECOVERY & DISASTER ASSISTANCE

## Knowing the Types of Assistance Available for Recovery



**T**he disaster program is SBA's largest direct loan program, and the only SBA program for entities other than small businesses. SBA is responsible for providing affordable, timely and accessible financial assistance to homeowners, renters, businesses of all sizes and private, nonprofit organizations following declared disasters. By law, governmental units and agricultural enterprises are ineligible.

The SBA is authorized by the Small Business Act to make two types of disaster loans:

### Physical Disaster Loans

Physical Disaster Loans are the primary source of funding for permanent rebuilding and replacement of uninsured or underinsured disaster-caused damages to privately-owned real and/or personal property. SBA's physical disaster loans are available to homeowners, renters, businesses of all sizes and private nonprofit organizations of all sizes. A homeowner may apply for a loan of up to \$200,000 to repair or replace the primary residence to its pre-disaster condition. Homeowners or renters may apply for a loan up to \$40,000 to help repair or replace personal property, such as clothing, furniture or automobiles, lost in the disaster. Businesses and private, nonprofit organizations of any size may apply for a loan up to \$2 million (actual loan amounts are based on the amount of uncompensated damage) to repair or replace real property, machinery, equipment, fixtures, inventory and leasehold improvements.

### Economic Injury Disaster Loans

Economic injury disaster loans provide the necessary working capital after a declared disaster until normal operations resume. The law restricts economic

injury disaster loans to small businesses, small agricultural cooperatives and private nonprofit organizations of all sizes. The loan limit for economic injury, as a direct result of the disaster event, is \$2 million. These working capital loans are intended to be made to entities without credit elsewhere, as determined by SBA, to help pay ordinary and necessary operating expenses that would have been payable barring the disaster event. The limit for physical and EIDL loans combined is \$2 million.

**Military Reservists Economic Injury Disaster Loans**, a type of economic injury loan, are available for up to \$2 million to assist eligible small businesses meet their ordinary and necessary operating expenses that they could have met, but are unable to meet, because an essential employee was "called up" to active duty in his/her role as a military reservist. These loans are intended to provide only the amount of working capital needed by a small business to pay its necessary obligations as they mature until operations return to normal after the essential employee is released from active military duty.

For all disaster loans, SBA can only approve loans to applicants having a credit history acceptable to SBA and who also show the ability to repay the loans. The terms of each loan are established in accordance with each borrower's ability to repay. The law gives SBA several powerful tools to make disaster loans affordable: low-interest rates (around 4 percent), long-terms (up to 30 years), and refinancing of prior liens (in some cases). As required by law, the interest rate for each loan is based on SBA's determination of whether each applicant does or does not have credit available elsewhere (the ability to borrow or use their own resources to overcome the disaster).

More information on all of SBA's disaster assistance programs, including information for military reservists, is available at [www.sba.gov/disaster](http://www.sba.gov/disaster).

### Disaster Preparedness

For small businesses, surviving a disaster doesn't begin with clearing the debris and returning to work.

Surviving begins long before the disaster strikes, or before active-duty orders are received – with proper planning. Your planning should include insurance coverage, emergency power, protection of company records, fire safety, medical emergencies, taking care of your employees and continuity planning – how your business will continue during and after the emergency or disaster.

Starting is as easy as clicking on the SBA's Web site at [www.sba.gov/prepare](http://www.sba.gov/prepare). The site includes a wealth of information on the SBA's disaster recovery programs for homeowners, renters, businesses of all sizes and private, nonprofit organizations. There are articles on emergency planning for disasters, descriptions of SBA's programs, and links to government and industry Web sites with great planning information.

Additionally, to help small businesses with their preparedness planning, SBA has teamed up with Agility Recovery Solutions to encourage small businesses to take the necessary steps to protect their employees, important records and their business assets. SBA and Agility have partnered to provide an educational tool for small business owners via the Prepare My Business Web site ([www.preparemybusiness.org](http://www.preparemybusiness.org)).

As small businesses are leading America's economic recovery, many of them are investing time and money into their plans to grow and create jobs. Developing a strong disaster preparedness plan should be a critical and integral piece of those efforts. Planning for a disaster is the best way of limiting its effects.

### Other helpful sites include:

Department of Homeland Security (DHS) and the Federal Emergency Management Agency (FEMA) - [www.ready.gov](http://www.ready.gov)

Red Cross Ready Rating Program - [www.readyrating.org](http://www.readyrating.org) and [www.redcross.org](http://www.redcross.org)



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Winner of the 2000 SBA "Accountant Advocate of the Year" Award



# ADVOCACY WATCHING OUT FOR YOU

The SBA is Your Voice in Washington



## OFFICE OF ADVOCACY

The SBA's Office of Advocacy, the "small business watchdog" of the government, examines the role and status of small business in the economy and independently represents the views of small business to federal agencies, Congress, the President and federal appellate courts as friends of the court. Advocacy compiles and interprets statistics on small business and is the primary entity within the federal government to disseminate small business data.

Headed by the Chief Counsel for Advocacy, the office also funds outside research of small business issues and produces numerous publications to inform policy makers about the important role of small business in the economy and the impact of government policies on small business. In addition, the office monitors federal agency compliance with the Regulatory Flexibility Act – the law that requires agencies to analyze the impact of their proposed regulations on small entities (including small businesses, small governmental jurisdictions and small

nonprofit organizations), and consider regulatory alternatives that minimize the economic burden on small entities.

Advocacy's mission is enhanced by a team of regional advocates, located in the SBA's 10 regions. They are Advocacy's direct link to small business owners, state and local government entities, and organizations that support the interests of small entities. The regional advocates help identify regulatory concerns of small business by monitoring the impact of federal and state policies at the grassroots level.

Learn more about the Office of Advocacy at [www.sba.gov/advo](http://www.sba.gov/advo).

## OFFICE OF THE NATIONAL OMBUDSMAN

If excessive fines, penalties or unfair regulatory enforcement by federal agencies are problems for your small business, you have a voice in Washington, D.C., through the SBA's Office of the National Ombudsman.

The Ombudsman receives comments regarding federal regulatory enforcement from small business owners, nonprofit organizations and

small government entities. Comments are forwarded to federal agencies for review, and in some cases fines may be lowered or eliminated and decisions changed in favor of the small business owners. Each year the National Ombudsman files a report with the U.S. Congress on the responsiveness of federal agencies regarding their actions of regulatory and compliance enforcement on small businesses.

To request help, send the National Ombudsman a complete Federal Agency Comment Form. You may do this by fax at 202-481-5719; online at the Ombudsman's Web page [www.sba.gov/ombudsman](http://www.sba.gov/ombudsman); or by mail at 409 Third Street S.W., Mail Code 2120, Washington, DC 20416.

The Ombudsman also coordinates 10 Regional Regulatory Fairness Boards which meet regularly to receive comments about federal regulations affecting small businesses.

Learn more about the National Ombudsman from the Web site above or call 888-REG-FAIR.

# OTHER ASSISTANCE

## OTHER SOURCES OF ASSISTANCE

### County Economic Development Organizations

Economic development organizations offer a wide array of programs and services for new businesses as well as for companies in need of expansion or relocation assistance. Typical services provided by these organizations include site location, tax incentives and loan packages. For more information contact the economic development organization in the geographic area of your interest.

#### ALLEGANY COUNTY

Dept. of Economic Development  
701 Kelly Rd., Ste. 400  
Cumberland, MD 21502  
301-777-5967 • 301-777-2194 F  
[www.alleganyworks.org](http://www.alleganyworks.org)

#### ANNE ARUNDEL COUNTY

Anne Arundel Economic Development Corp.  
2660 Riva Rd., Ste. 200  
Annapolis, MD 21401  
410-222-7410 • 410-222-7415 F  
[www.aedc.org](http://www.aedc.org)

#### BALTIMORE CITY

##### BALTIMORE DEVELOPMENT CORPORATION

36 S. Charles St., Ste. 1600  
Baltimore, MD 21201  
410-837-9305 • 410-837-6363 F  
[www.baltimoredevelopment.com](http://www.baltimoredevelopment.com)

#### BALTIMORE COUNTY

##### DEPT. OF ECONOMIC DEVELOPMENT

Court House Mezzanine  
400 Washington Ave.  
Towson, MD 21204  
410-887-8000 • 410-887-8017 F  
[www.baltimorecountymd.gov](http://www.baltimorecountymd.gov)

#### CALVERT COUNTY

##### DEPT. OF ECONOMIC DEVELOPMENT

Calvert County Courthouse  
175 Main St.  
Prince Frederick, MD 20678  
410-535-4583 • 410-535-4585 F  
[www.co.cal.md.us](http://www.co.cal.md.us)

#### CAROLINE COUNTY

##### CAROLINE ECONOMIC DEVELOPMENT CORPORATION

317 Carter Ave., Ste. 107  
Denton, MD 21629  
410-479-4188 • 410-479-4061 F  
[www.carolinemd.org](http://www.carolinemd.org)

#### CARROLL COUNTY

##### DEPT. OF ECONOMIC DEVELOPMENT

225 N. Center St., Ste. 101  
Westminster, MD 21157  
410-386-2070 • 410-876-8471 F  
[www.carrollbiz.org](http://www.carrollbiz.org)

#### CECIL COUNTY

##### OFFICE OF ECONOMIC DEVELOPMENT

1 Seahawk Dr., Ste. 114  
North East, MD 21901  
410-996-6292 • 410-996-6279 F  
[www.ccgov.org](http://www.ccgov.org)

#### CHARLES COUNTY

##### ECONOMIC DEV. COMMISSION

103 Centennial St., Ste. C  
LaPlata, MD 20646  
301-885-1340 • 301-885-1341 F  
[www.ccbiz.org](http://www.ccbiz.org)

#### DORCHESTER COUNTY

##### OFFICE OF ECONOMIC DEVELOPMENT

5263 Bucktown Rd.  
Cambridge, MD 21613  
410-228-0155 • 410-228-9518 F  
[www.docogonet.com](http://www.docogonet.com)

#### FREDERICK COUNTY

##### OFFICE OF ECONOMIC DEVELOPMENT

5340 Spectrum Dr., Ste. A  
Frederick, MD 21703  
301-694-1058 • 301-631-2340 F  
[www.discoverfrederickmd.com](http://www.discoverfrederickmd.com)

#### GARRETT COUNTY

##### ECONOMIC DEVELOPMENT

203 S. Fourth St., Rm. 208  
Oakland, MD 21550  
301-334-1921 • 301-334-1985 F  
[www.garrettcountry.org](http://www.garrettcountry.org)

#### HARFORD COUNTY

##### OFFICE OF ECONOMIC DEVELOPMENT

220 S. Main St.  
Bel Air, MD 21014  
410-638-3059 • 410-879-8043 F  
[www.co.ha.md.us](http://www.co.ha.md.us)

#### HOWARD COUNTY

##### ECONOMIC DEVELOPMENT AUTHORITY

6751 Columbia Gateway Dr., Ste. 500  
Columbia, MD 21046  
410-313-6500 • 410-313-6525 F  
[www.hceda.org](http://www.hceda.org)

#### KENT COUNTY

##### ECONOMIC DEVELOPMENT OFFICE

400 High St.  
Chestertown, MD 21620  
410-778-7434 • 410-778-7482 F  
[www.kentcounty.com](http://www.kentcounty.com)

#### MONTGOMERY COUNTY

##### DEPT. OF ECONOMIC DEVELOPMENT

111 Rockville Pike, Ste. 800  
Rockville, MD 20850  
240-777-2000 • 240-777-2001 F  
[www.co.mo.md.us](http://www.co.mo.md.us)

#### PRINCE GEORGE'S COUNTY

##### ECONOMIC DEVELOPMENT CORP.

1100 Mercantile Ln., Ste. 115A  
Largo, MD 20774  
301-583-4650  
[www.pgcedc.com](http://www.pgcedc.com)

#### QUEEN ANNE'S COUNTY

##### DEPT. OF BUSINESS & TOURISM

107 N. Liberty St.  
Centreville, MD 21617  
410-758-4418 • 410-604-2101 F  
[www.qac.org](http://www.qac.org)

#### ST. MARY'S COUNTY

##### DEPT. OF ECONOMIC & COMMISSION DEVELOPMENT

23115 Leonard Hall Dr./P.O. Box 653  
Leonardtown, MD 20650  
301-475-4200 • 301-475-4414 F  
[www.co.saint-marys.md.us](http://www.co.saint-marys.md.us)

#### SOMERSET COUNTY

##### ECONOMIC DEV. COMMISSION

11916 Somerset Ave., Ste. 202  
Princess Anne, MD 21853  
410-651-0500 • 410-651-3836 F  
[www.co.somerset.md.us](http://www.co.somerset.md.us)

#### TALBOT COUNTY

##### OFFICE OF ECONOMIC DEVELOPMENT

215 Bay St., Ste. 5  
Easton, MD 21601  
410-770-8058 • 410-770-8059 F  
[www.talbotgov.org](http://www.talbotgov.org)

#### HAGERSTOWN-WASHINGTON COUNTY

##### ECONOMIC DEV. COMMISSION

100 W. Washington St., Rm. 103  
Hagerstown, MD 21740  
240-313-2280 • 240-313-2281 F  
[www.hagerstownedc.org](http://www.hagerstownedc.org)

#### SALISBURY-WICOMICO COUNTY

##### ECONOMIC DEVELOPMENT, INC.

One Plaza E., Ste. 501/P.O. Box 4700  
Salisbury, MD 21803  
410-749-1251 • 410-749-1252 F  
[www.swed.org](http://www.swed.org)

#### WORCESTER COUNTY

##### DEPT. OF ECONOMIC DEVELOPMENT

100 Pearl St., Ste. B  
Snow Hill, MD 21863  
410-632-3112 • 410-632-5631 F  
[www.co.worcester.md.us](http://www.co.worcester.md.us)

## Small Business Resource Centers

#### BALTIMORE CITY

Baltimore City Small Business Resource Center  
Johns Hopkins Eastern Campus  
1101 E. 33rd St., Ste. C307-308  
Baltimore, MD 21218  
443-451-7160  
[www.sbrcbaltimore.com](http://www.sbrcbaltimore.com)  
Monday - Friday 9am - 4pm  
SCORE & SBDC by appointment

#### BALTIMORE COUNTY

102 W. Pennsylvania Ave., Ste. 101  
Towson, MD 21204  
410-825-6200  
Monday - Friday 8am - 5pm  
SCORE & SBDC by appointment

#### ENTERPRISE INSTITUTE

Community College of Baltimore County  
Catonsville Campus  
800 S. Rolling Rd.  
Baltimore, MD 21228  
410-455-6914 • 410-455-6121 F  
[laaranson@ccbcmd.edu](mailto:laaranson@ccbcmd.edu)

#### HARFORD COUNTY

Harford Community College  
401 Thomas Run Rd.  
Bel Air, MD 21015  
410-836-4237  
Monday - Friday 8am - 5pm  
SCORE & SBDC by appointment

#### HOWARD COUNTY

9250 Bendix Rd. N.  
Columbia, MD 21045  
410-313-6550  
Monday - Friday 8am - 5pm  
SCORE & SBDC by appointment

#### MONTGOMERY COUNTY

Rockville Library  
99 Maryland Ave.  
Rockville, MD 20850  
240-777-2041  
Monday - Friday 9am - 5pm  
SBDC by appointment

#### ST. MARY'S COUNTY

21795 Shangri-La Dr., Ste. D1  
Lexington Park, MD 20653  
301-866-1293  
Monday - Friday 9am - 5pm  
SBDC by appointment

#### WESTERN MD

113 Baltimore St.  
Cumberland, MD 21502  
301-722-2773  
SCORE by appointment

## Governor's Office of Minority Affairs (OMA)

OMA is a cabinet-level state office dedicated to the needs of Maryland's minority business owners. By law, Maryland must award 25 percent of its procurement dollars to minority businesses. In addition to helping minority businesses navigate Maryland's complex certification and procurement processes, OMA is responsible for monitoring the state's compliance with the laws and regulations governing the Minority Business Program.

#### GOVERNOR'S OFFICE OF MINORITY AFFAIRS

6 Saint Paul St., Ste. 1502  
Baltimore MD 21202  
410-767-8232 or 877-558-0998  
[www.mdminoritybusiness.com](http://www.mdminoritybusiness.com)

# OTHER ASSISTANCE

## Maryland Department of Business and Economic Development (DBED)

Maryland's one-stop economic development shop strives to attract new businesses, stimulate private investment, encourage the expansion and retention of existing companies and provide Maryland business with workforce training and financial assistance. The Department markets local products and services at home and abroad. Key programs and services: Business information and economic analysis; Site location services for relocations and expansions; Incentive tax credits and training grants; Finance and training programs; Consulting services; Foreign direct investment promotion; Export assistance and American Recovery and Reinvestment Act assistance. For more information or to contact a DBED representative in your area, contact:

### WORLD TRADE CENTER

401 East Pratt St.  
Baltimore, MD 21202  
410-767-6300 or 888-ChooseMD  
[www.choosemaryland.org](http://www.choosemaryland.org)

## The Maryland Technology Development Corporation

The Maryland Technology Development Corporation (TEDCO), an independent entity, was established by the Maryland General Assembly in 1998. TEDCO connects emerging technology companies with federal laboratories, research universities, business incubators and specialized technical assistance. Governed by a 15-member Board, appointed by the Governor with advice and consent of the Senate, the Board is comprised of leaders in the State's technology community and contains representatives from these sectors: private, university, nonprofit and public. TEDCO's role is to be Maryland's leading source of funding for seed capital and entrepreneurial business assistance for the development, transfer and commercialization of technology.

TEDCO provides funding through the University Technology Development Fund, the Maryland Technology Transfer Fund, and the TechStart Program. TEDCO also provides a variety of assistance programs for entrepreneurial development including the Maryland Rural Business Innovation Initiative (RBI2), the Maryland Minority R&D Initiative, Business Assistance for Incubator Companies, the Working Capital Loan Fund, and feasibility study and capital projects through the Incubator Development Fund.

For more information on the Maryland Technology Development Corporation, call 410-740-9442 or log onto [www.marylandtedco.org](http://www.marylandtedco.org).

## Maryland Department of Housing & Community Development

DHCD offers financial assistance to housing developers and small businesses in locally designated revitalization areas and provides incentives such as tax credits for private investment in these areas. Funds are also available to assist community revitalization activities that protect and enhance historic resources, as well as maintain and improve existing residential and commercial structures.

For more information on MD DHCD programs, visit their website at: [www.dhcd.state.md.us](http://www.dhcd.state.md.us)

### MD DHCD

100 Community Place  
Crownsville, MD 21032  
410-514-7000

## Maryland Department of the Environment (MDE) Customer Service Center

The Customer Service Center (CSC) is the one-stop customer service arm for MDE. CSC staff can help businesses determine their permit requirements and help them navigate to the appropriate programs within the Department. The CSC also has responsibility for the Department's Small Business Assistance Program, including the Department's Small Business Ombudsman, and the Pollution Prevention Program. For assistance, please call 410-537-3772.

## Pollution Prevention

The Pollution Prevention Program in the Customer Service Center provides pollution prevention information and assistance to businesses. It also makes available free, on-site pollution prevention opportunity assessments through the University of MD Technology Extension Service. Call 410-537-3772 for assistance.

## Small Business Assistance Program

The Small Business Assistance Program (SBAP) provides compliance and permitting assistance to small businesses for air, waste and water issues. The SBAP also coordinates the MDE's small business loan program for the upgrade or replacement of air pollution control equipment. The loans are limited to companies with 25 or fewer full time employees. Call 410-537-3772 for assistance.



## Chambers of Commerce

Chambers of Commerce serve as a central location where the local small business community may obtain information, publications and contact information.

### STATEWIDE:

#### MARYLAND CHAMBER OF COMMERCE

60 West St., Ste. 100  
Annapolis, MD 21401  
410-269-0642 or 301-261-2858  
410-269-5247 F  
[www.mdchamber.org](http://www.mdchamber.org)

#### MARYLAND HISPANIC CHAMBER OF COMMERCE

5024-R Campbell Blvd.  
Baltimore, MD 21236  
410-933-3457  
[www.mdhcc.org](http://www.mdhcc.org)

### REGIONAL:

#### GREATER BALTIMORE COMMITTEE

111 S. Calvert St., Ste. 1700  
Baltimore, MD 21202  
410-727-2820 • 410-539-5705 F  
Web: [www.gbc.org](http://www.gbc.org)

#### GREATER WASHINGTON BOARD OF TRADE

1725 I St. N.W., Ste. 200  
Washington, DC 20006  
202-857-5910 • 202-223-2648 F  
[www.bot.org](http://www.bot.org)

#### BALTIMORE/WASHINGTON CORRIDOR CHAMBER OF COMMERCE

312 Marshall Ave., Ste. 104  
Laurel, MD 20707  
301-725-4000 or 410-792-9714  
301-725-0776 F  
[bwcc@baltwashchamber.org](mailto:bwcc@baltwashchamber.org)  
[www.baltwashchamber.org](http://www.baltwashchamber.org)

### ALLEGANY COUNTY:

#### ALLEGANY COUNTY CHAMBER OF COMMERCE

24 Frederick St., Bell Tower Bldg.  
Cumberland, MD 21502  
301-722-2820 • 301-722-5995 F  
[chamberchat@cumberlandmd.com](mailto:chamberchat@cumberlandmd.com)

### ANNE ARUNDEL COUNTY:

#### ANNAPOLIS & ANNE ARUNDEL COUNTY CHAMBER OF COMMERCE

49 Old Solomons Island Rd., Ste. 204  
Annapolis, MD 21401  
410-266-3960 • 410-266-8270 F  
[info@aaacc.org](mailto:info@aaacc.org)  
[www.annapolischamber.com](http://www.annapolischamber.com)



# OTHER ASSISTANCE

## **BWI BUSINESS PARTNERSHIP, INC.**

1302 Concourse Drive, Ste. 105  
Linthicum Heights, MD 21090  
410-859-1000 • 410-859-5917 F  
connect@bwipartner.org  
www.bwipartner.org

## **GREATER CROFTON**

### **CHAMBER OF COMMERCE**

P.O. Box 4146  
Crofton, MD 21114  
410-721-9131 • 410-721-0782 F  
www.croftonchamber.com

## **GREATER SEVERNA PARK CHAMBER OF COMMERCE**

1 Holly Ave.  
Severna Park, MD 21146  
410-647-3900 • 410-647-3999 F  
www.severnaparkchamber.com

## **NORTHERN ANNE ARUNDEL COUNTY CHAMBER OF COMMERCE**

7439 Baltimore Annapolis Blvd.  
Glen Burnie, MD 21061  
410-766-8282 • 410-766-5722 F  
info@naaccc.com  
www.naaccc.com

## **SOUTHERN ANNE ARUNDEL CHAMBER OF COMMERCE**

5503 Muddy Creek Rd.  
Churchton, MD 20733  
410-867-3129 • 410-867-3556 F  
southcounty@toad.net  
www.southcounty.org

## **WEST ANNE ARUNDEL COUNTY CHAMBER OF COMMERCE**

8373 Piney Orchard Pkwy., Ste. 200  
Odenton, MD 21113  
410-672-3422 • 410-672-3475 F  
info@waaccc.org  
www.waaccc.org

## **BALTIMORE CITY:**

### **BALTIMORE CITY CHAMBER OF COMMERCE**

312 Martin Luther King, Jr. Blvd.  
Baltimore, MD 21201  
410-837-7101 • 410-837-7104 F  
www.baltimorecitychamber.org

### **BALTIMORE HISPANIC CHAMBER**

2505 Lord Baltimore Drive, Stes. A & B  
Baltimore, MD 21244  
443-200-0055  
www.baltimorehcc.org

### **GREATER BLACK BALTIMORE CHAMBER OF COMMERCE**

821 E. Baltimore St.  
Baltimore, MD 21202  
410-783-5469  
http://www.greaterbaltimorechamber.com/

## **BALTIMORE COUNTY:**

### **BALTIMORE COUNTY CHAMBER OF COMMERCE**

102 W. Pennsylvania Ave., Ste. 101  
Towson, MD 21204  
410-825-6200 • 410-821-9901 F  
info@baltcountyycc.com  
www.baltcountyycc.com

### **CHESAPEAKE GATEWAY CHAMBER OF COMMERCE**

405 Williams Ct., Ste. 108  
Baltimore, MD 21221  
443-317-8763  
info@emrchamber.org  
www.emrchamber.org

### **GREATER CATONSVILLE CHAMBER OF COMMERCE**

P.O. Box 21100  
Catonville, MD 21228  
410-719-9609 • 410-744-6127 F  
chamber@catonsville.org  
www.catonsville.org

### **PIKESVILLE CHAMBER OF COMMERCE**

7 Church Ln., Ste. 14  
Baltimore, MD 21208  
410-484-2337 • 410-484-4151 F  
pikescoc@toad.net  
www.pikesvillechamber.org

### **REISTERSTOWN/OWINGS MILLS/GLYNDON CHAMBER OF COMMERCE**

66 Painters Mill Rd., Ste. 1  
Owings Mills, MD 21117  
410-356-2888  
romg@romgchamber.org  
www.romgchamber.org

### **TOWSON CHAMBER OF COMMERCE**

44 W. Chesapeake Ave.  
Towson, MD 21204  
410-825-1144 • 410-832-5863 F  
info@towsonchamber.com  
www.towsonchamber.com

## **CALVERT COUNTY:**

### **CALVERT COUNTY CHAMBER OF COMMERCE**

120 Dares Beach Rd.  
Prince Frederick, MD 20678  
410-535-2577 • 410-257-3140 F  
info@calvertchamber.org  
www.calvertchamber.org

## **CAROLINE COUNTY:**

### **CAROLINE COUNTY CHAMBER OF COMMERCE, INC.**

322 Market St., Ste. 103  
Denton, MD 21629  
410-479-4638 • 410-479-4862 F  
www.carolinechamber.org

## **CARROLL COUNTY:**

### **CARROLL COUNTY CHAMBER OF COMMERCE**

700 Corporate Ctr., Ste. L/P.O. Box 871  
Westminster, MD 21158  
410-848-9050 • 410-876-1023 F  
info@carrollcountychamber.org  
www.carrollcountychamber.org

### **TANEYTOWN CHAMBER OF COMMERCE**

24 East Baltimore St.  
Taneytown, MD 21787-2104  
410-756-4234 • 410-756-4234 F

## **CECIL COUNTY:**

### **CECIL COUNTY CHAMBER OF COMMERCE**

304-306 N. St., Ste. 2  
Elkton, MD 21922  
410-392-3833 • 410-392-6225 F  
info@cecilchamber.com  
www.cecilchamber.com

### **GREATER ELKTON CHAMBER OF COMMERCE**

101 E. Main St.  
Elkton, MD 21921  
410-398-5076 • 410-398-4971 F

### **NORTH EAST CHAMBER OF COMMERCE**

P.O. Box 787  
North East, MD 21901-0198  
410-287-2658 • 410-287-2571 F  
info@northeastchamber.org  
www.northeastchamber.org

## **CHARLES COUNTY:**

### **CHARLES COUNTY CHAMBER OF COMMERCE**

101 Centennial St., Ste. A  
La Plata, MD 20646  
301-932-6500 or 301-870-3089  
301-932-3945 F  
info@charlescountychamber.org  
www.charlescountychamber.org

## **DORCHESTER COUNTY:**

### **DORCHESTER COUNTY CHAMBER OF COMMERCE**

528 Poplar St.  
Cambridge, MD 21613  
410-228-3575 • 410-228-6848 F  
chamber@dorchesterchamber.org  
www.dorchesterchamber.org

## **FREDERICK COUNTY:**

### **FREDERICK COUNTY CHAMBER OF COMMERCE**

8420-B Gas House Pike  
Frederick, MD 21701  
301-662-4164 • 301-846-4427 F  
info@frederickchamber.org  
www.frederickchamber.org

## **GARRETT COUNTY:**

### **GARRETT COUNTY CHAMBER OF COMMERCE**

15 Visitors Center Dr.  
McHenry, MD 21541  
301-387-4386 • 301-387-2080 F  
info@garrettchamber.com  
www.garrettchamber.com

## **HARFORD COUNTY:**

### **HARFORD COUNTY CHAMBER OF COMMERCE**

108 S. Bond St.  
Bel Air, MD 21014  
410-838-2020 • 410-893-4715 F  
info@harfordchamber.org  
www.harfordchamber.org

### **ABERDEEN CHAMBER OF COMMERCE**

115 N. Parke St./P.O. Box 292  
Aberdeen, MD 21001  
410-272-2580 • 410-272-9357 F  
aberdencmd@yahoo.com  
www.aberdencmd.com

### **GREATER HAVRE DE GRACE CHAMBER OF COMMERCE**

450 Pennington Ave.  
Havre de Grace, MD 21078  
410-939-3303 • 410-939-3490 F  
hdgchamber1@comcast.net  
www.hdgchamber.com

## **HOWARD COUNTY:**

### **HOWARD COUNTY CHAMBER OF COMMERCE**

5560 Sterrett Pl., Ste. 105  
Columbia, MD 21044  
410-730-4111 • 410-730-4584 F  
info@howardchamber.com  
www.howardchamber.com

## **KENT COUNTY:**

### **KENT COUNTY CHAMBER OF COMMERCE, INC.**

122 N. Cross St.  
Chestertown, MD 21620  
410-810-2968 • 401-778-1406 F  
kentchamber@verizon.net  
www.kentchamber.org

## **MONTGOMERY COUNTY:**

### **EASTERN MONTGOMERY COUNTY CHAMBER**

P.O. Box 144  
Burtonsville, MD 20866  
301-421-4529

### **MONTGOMERY COUNTY CHAMBER OF COMMERCE**

51 Monroe St., Ste. 1800  
Rockville, MD 20850  
301-738-0015 • 301-738-8792 F  
info@montgomerycountychamber.com  
www.montgomerycountychamber.com

# OTHER ASSISTANCE



## HISPANIC CHAMBER OF COMMERCE OF MONTGOMERY COUNTY

4833 Rugby Ave., Ste. 500A  
Bethesda, MD 20814  
301-842-4226  
info@hccmc.org  
www.hccmc.org

## MID-ATLANTIC HISPANIC CHAMBER OF COMMERCE

P.O. Box 910  
Germantown, MD 20875  
240-686-0055 • 240-686-0060 F  
info@mahcc.org  
www.mahcc.org

## GREATER BETHESDA-CHEVY CHASE CHAMBER OF COMMERCE

7910 Woodmont Ave., Ste. 1204  
Bethesda, MD 20814  
301-652-4900 • 301-657-1973 F  
info@bccchamber.org  
www.bccchamber.org

## GAITHERSBURG-GERMANTOWN CHAMBER OF COMMERCE

4 Professional Dr., Ste. 132  
Gaithersburg, MD 20879  
301-840-1400 • 301-963-3918 F  
www.ggchamber.org

## GREATER SILVER SPRING CHAMBER OF COMMERCE

8601 Georgia Ave., Ste. 203  
Silver Spring, MD 20910-3438  
301-565-3777 • 301-565-3377 F  
info@silverspringchamber.com  
www.silverspringchamber.com

## OLNEY CHAMBER OF COMMERCE

3460 Olney-Laytonville Rd., Ste. 211  
Olney, MD 20832  
301-774-7117 • 301-774-4944 F  
olneycoc@aol.com  
www.olneymd.org

## POOLESVILLE AREA CHAMBER OF COMMERCE

P.O. Box 256  
Poolesville, MD 20837-20256  
301-349-5753 • 301-349-4701 F  
info@pacc.cc  
www.pacc.cc

## POTOMAC CHAMBER OF COMMERCE

9812 Falls Rd., Ste. 114  
Potomac, MD 20854-3963  
301-299-2056 • 301-299-4650 F  
www.potomacchamber.org

## ROCKVILLE CHAMBER OF COMMERCE

1 Research Ct., Ste. 450  
Rockville, MD 20850  
301-424-9300 • 301-762-7599 F  
rockville@rockvillechamber.org  
www.rockvillechamber.org

## WHEATON-KENSINGTON CHAMBER OF COMMERCE

2401 Blueridge Ave., Ste. 101  
Wheaton, MD 20920  
301-949-0080 • 301-949-0081 F  
contactus@wkchamber.org  
www.wkchamber.org

## CARIBBEAN-AMERICAN CHAMBER OF COMMERCE & INDUSTRY FOR THE GREATER WASHINGTON AREA NETWORK

P.O. Box 9431  
Silver Spring, MD 20916  
301-219-3840  
info@cacci-gwan.org  
www.cacci-gwan.org

## PRINCE GEORGE'S COUNTY:

### PRINCE GEORGE'S CHAMBER OF COMMERCE

4640 Forbes Blvd., Ste. 130  
Lanham, MD 20706  
301-731-5000 • 301-731-5013 F  
pgcoc@pgcoc.org  
www.pgcoc.org

### PRINCE GEORGE'S BLACK CHAMBER OF COMMERCE

6009 Oxon Hill Rd.  
Oxon Hill, MD 20745  
301-567-9650 • 301-567-9655 F  
www.pgblackchamber.org

### PRINCE GEORGE'S COUNTY BOARD OF TRADE

8001 Cryden Way  
Forestville, MD 20747  
301-967-8800 • 301-967-8900 F  
www.pgcbot.org

## PRINCE GEORGE'S HISPANIC CHAMBER OF COMMERCE

6525 Belcrest Rd., Ste. 512  
Hyattsville, MD 20782  
301-683-2125 • 301-683-2101 F

## GREATER PRINCE GEORGE'S BUSINESS ROUNDTABLE

10201 Martin Luther King, Jr. Hwy., Ste. 220  
Bowie, MD 20720  
301-860-0809 • 301-860-1449 F  
www.bizroundtable.org

## GREATER BOWIE CHAMBER OF COMMERCE

6911 Laurel Bowie Rd.  
Bowie, MD 20715-3009  
301-262-0920 • 301-262-0921 F  
info@bowiechamber.org  
www.bowiechamber.org

## QUEEN ANNE'S COUNTY:

### QUEEN ANNE'S COUNTY CHAMBER OF COMMERCE

1561 Postal Rd./P.O. Box 511  
Chester, MD 21619  
410-643-8530 • 410-643-8477 F  
business@qacchamber.com  
www.qacchamber.com

## ST. MARY'S COUNTY:

### ST. MARY'S COUNTY CHAMBER OF COMMERCE

44200 Airport Rd., Ste. B  
California, MD 20619  
301-737-3001 • 301-737-0089 F  
info@smcchamber.com  
www.smcchamber.com

## SOMERSET COUNTY:

### CRISFIELD AREA CHAMBER OF COMMERCE

P.O. Box 292  
Crisfield, MD 21817  
410-968-2500 or 800-782-3913  
410-968-0524 F  
info@crisfieldchamber.com  
www.crisfieldchamber.com

### PRINCESS ANNE CHAMBER OF COMMERCE

P.O. Box 642  
Princess Anne, MD 21853  
410-651-2961 • 410-651-3836 F

## TALBOT COUNTY:

### TALBOT COUNTY CHAMBER OF COMMERCE

101 Marlboro Ave., Ste. 53/P.O. Box 1366  
Easton, MD 21601  
410-822-4653 • 410-822-7922 F  
info@talbotchamber.org  
www.talbotchamber.org

## WASHINGTON COUNTY:

### HAGERSTOWN-WASHINGTON COUNTY CHAMBER OF COMMERCE

28 W. Washington St., Ste. 200  
Hagerstown, MD 21740-4709  
301-739-2015 • 301-739-1278 F  
chamber@hagerstown.org  
www.hagerstown.org

### HANCOCK CHAMBER OF COMMERCE

126 W. High St.  
Hancock, MD 21750-1138  
301-678-5900 • 301-678-5699 F  
info@hancockmd.com  
www.hancockmd.com

## WICOMICO COUNTY:

### SALISBURY AREA CHAMBER OF COMMERCE

144 E. Main St.  
Salisbury, MD 21801  
410-749-0144 • 410-860-9925 F  
chamber@salisburyarea.com  
www.salisburyarea.com

## WORCESTER COUNTY:

### BERLIN, MARYLAND CHAMBER OF COMMERCE

11 N. Main St./P.O. Box 212  
Berlin, MD 21811  
410-641-4775 • 410-641-3118 F  
cocberlinmd@msn.com  
www.berlinmdcc.org

### OCEAN CITY MARYLAND CHAMBER OF COMMERCE

12320 Ocean Gateway  
Ocean City, MD 21842  
410-213-0552 • 410-213-7521 F  
info@oceanacity.org  
www.oceanacity.org

### OCEAN PINES AREA CHAMBER OF COMMERCE

10514G Racetrack Rd.  
Berlin, MD 21811  
410-641-5306 • 410-641-6176 F  
info@oceanpineschamber.org  
www.oceanpineschamber.org

### POCOMOKE CITY CHAMBER OF COMMERCE

6 Market St.  
Pocomoke City, MD 21851  
410-957-1919 • 410-957-4784 F  
pocomokechamber@gmail.com  
www.pocomoke.com

### SNOW HILL AREA CHAMBER OF COMMERCE

P.O. Box 176  
Snow Hill, MD 21863-0176  
410-632-0809 • 410-632-3158 F

# TOP LENDERS IN MARYLAND



## ACCESS NATIONAL BANK\*\*\*

Michele Hart  
703-871-7344  
[www.accessnationalbank.com](http://www.accessnationalbank.com)

## ADAMS COUNTY NATIONAL BANK

888-334-2262  
[www.acnb.com](http://www.acnb.com)

## AMERICAN BANK

Darryl Becker  
301-572-3796  
[www.americanfsb.com](http://www.americanfsb.com)

## AMERICAN BUSINESS LENDING

Ed Hill  
214-580-8692  
[www.ablsba.com](http://www.ablsba.com)

## ANNE ARUNDEL ECONOMIC DEVELOPMENT CORP.

Joseph Timer  
410-222-7410  
[www.aaedc.org](http://www.aaedc.org)

## BANKANNAPOLIS\*\*\*

J. Mitchell Krebs  
410-224-4455  
[www.bankannapolis.com](http://www.bankannapolis.com)

## BANK OF AMERICA\*\*\*

Keith Zickar  
410-972-4456  
[www.bankofamerica.com](http://www.bankofamerica.com)

## BANK OF OCEAN CITY\*\*\*

Earl Conley  
410-213-0173  
[www.bankofoceancity.com](http://www.bankofoceancity.com)

## BAY BANK

Mark Delucca  
410-427-3733  
[www.baybankmd.com](http://www.baybankmd.com)

## BBB FUNDING, LLC

800-811-2162  
[www.bridgefinancegroup.com](http://www.bridgefinancegroup.com)

## BB&T\*\*\*

Joseph Kontoff  
410-230-4382  
[www.bbandt.com](http://www.bbandt.com)

## BBVA COMPASS BANK

888-273-5363  
[www.compassweb.com](http://www.compassweb.com)

## BLUE RIDGE BANK

Scott T. Wootton  
301-620-2583  
[www.blueridgebk.com](http://www.blueridgebk.com)

## BORREGO SPRINGS BANK\*\*\*

Fred Crispen  
866-644-0042  
[www.borregospringsbank.com](http://www.borregospringsbank.com)

## BUSINESS FINANCE GROUP\*

Denny Kleppick  
410-544-1994  
[www.businessfinancegroup.org](http://www.businessfinancegroup.org)

## BUSINESS LENDERS LLC

877-345-6267  
[www.businesslenders.com](http://www.businesslenders.com)

## CAPITOL BANK, N.A.\*\*\*

Ed Tuvlin  
202-427-7700  
[www.capitalbankmd.com](http://www.capitalbankmd.com)

## CAPITAL ONE

Paul Messina  
703-720-3948  
[www.capitalone.com](http://www.capitalone.com)

## CAPITALSOURCE BANK

George Harrop  
301-272-3710  
[www.capitalsourcebank.com](http://www.capitalsourcebank.com)

## CARROLL COMMUNITY BANK

George Peck  
410-795-1900  
[www.carrollcoban.com](http://www.carrollcoban.com)

## CARROLLTON BANK

Keith Dukes  
410-536-7339  
[www.carrolltonbank.com](http://www.carrolltonbank.com)

## CECIL BANK

John Hughes  
410-398-1650  
[www.cecilfederal.com](http://www.cecilfederal.com)

## CEDAR POINT FCU

Rose Latham  
301-884-4074  
[www.cpfcu.com](http://www.cpfcu.com)

## CELTIC BANK

Brad Bydee  
801-320-6548  
[www.celticbank.com](http://www.celticbank.com)

## CENTER BANK\*\*\*

213-381-2222  
[www.centerbank.com](http://www.centerbank.com)

## CENTRA BANK

Timothy Henry  
301-739-4577  
[www.centrabank.com](http://www.centrabank.com)

## CHESAPEAKE BUSINESS FINANCE CORPORATION\*

John Sower  
202-625-4373  
[www.chesapeake504.com](http://www.chesapeake504.com)

## CHESSIE FEDERAL CREDIT UNION

Jack Hughes  
301-777-1781  
[www.chessiefcu.org](http://www.chessiefcu.org)

## CIT SMALL BUSINESS LENDING\*\*\*

Maria Randall  
301-203-1705  
[www.smallbizlending.com](http://www.smallbizlending.com)

## CITIBANK, N.A.

George Tawiah  
202-508-4534  
[www.citibank.com](http://www.citibank.com)

## CNB

Bill Stoops  
410-758-1600  
[www.cnbmd.com](http://www.cnbmd.com)

## COLOMBO BANK

240-268-2265  
[www.colombobank.com](http://www.colombobank.com)

## COMERICA BANK\*\*\*

800-292-1300  
[www.comerica.com](http://www.comerica.com)

## COMMERCEFIRST BANK\*\*\*

Richard Morgan  
410-280-6695  
[www.commerce1st.com](http://www.commerce1st.com)

## COMMUNITY BANK OF TRI-COUNTY

Patrick Pierce  
301-934-6361  
[www.cbtc.com](http://www.cbtc.com)

## COMMUNITY SOUTH\*\*\*

Dave Moore  
757-437-0080  
[www.communitysouth.com](http://www.communitysouth.com)

## CONESTOGA BANK

Morgan Johns  
610-321-6090  
[www.conestogabank.com](http://www.conestogabank.com)

## EAGLE BANK\*\*\*

Michael DeVito  
410-296-9344  
[www.eaglebankmd.com](http://www.eaglebankmd.com)

## EASTON BANK & TRUST

Brad Watts  
410-819-0300  
[www.eastonbankandtrust.com](http://www.eastonbankandtrust.com)

## ECDC ENTERPRISE DEVELOPMENT GROUP \*\*

Kevin Kelly  
703-685-0510  
[www.entdevgroup.org](http://www.entdevgroup.org)

## EXCEL BANK\*\*\*

888-392-5265  
[www.bankexcel.com](http://www.bankexcel.com)

## FIRST CHATHAM BANK

Ken Gaylord  
912-629-2999  
[www.firstchatham.com](http://www.firstchatham.com)

## FIRST CITIZENS NATIONAL BANK\*\*\*

800-321-3176  
[www.firstcitizens-bank.com](http://www.firstcitizens-bank.com)

## FIRST FINANCIAL BANK\*\*\*

870-863-7000  
[www.ffb1.com](http://www.ffb1.com)

## FIRST MARINER BANK

888-561-2265  
[www.1stmarinerbank.com](http://www.1stmarinerbank.com)

## FIRST UNITED BANK & TRUST\*\*\*

Josh Bosley  
301-533-2304  
[www.mybankfirstunited.com](http://www.mybankfirstunited.com)

## FREDERICK COUNTY BANK

Craig Russell  
240-529-1539  
[www.frederickcountybank.com](http://www.frederickcountybank.com)

## FREEDOM FEDERAL CREDIT UNION

800-440-4120  
[www.freedomfcu.org](http://www.freedomfcu.org)

## FSC FIRST\*

Shelly Gross-Wade  
301-883-6900  
[www.fscfirst.com](http://www.fscfirst.com)

## HAMILTON FEDERAL BK\*\*\*

Dawn Cummings  
410-823-4800  
[www.hamiltonfsb.com](http://www.hamiltonfsb.com)

## HANMI BANK

213-427-5722  
[www.hanmi.com](http://www.hanmi.com)

## HARFORD BANK

Donald Young  
410-838-7001  
[www.harfordbank.com](http://www.harfordbank.com)

## HEBRON SAVINGS BANK\*\*\*

Richard VanGelder  
410-546-8118  
[www.hebronsavingsbank.com](http://www.hebronsavingsbank.com)

## HOME LOAN INVESTMENT BANK

800-223-1700  
[www.homeloanbank.com](http://www.homeloanbank.com)

## HOWARD BANK\*\*\*

Rosa Scharf  
410-750-0020  
[www.howardbank.com](http://www.howardbank.com)

## JPMORGAN CHASE BK NA\*\*\*

888-536-3722  
[www.chase.com](http://www.chase.com)

## LIVE OAK BANK

877-890-5867  
[www.liveoakbank.com](http://www.liveoakbank.com)

## M&T BANK\*\*\*

Brenda Becker  
410-512-4771  
[www.mtb.com](http://www.mtb.com)

## MARYLAND CAPITAL ENTERPRISES, INC (MCE) \*\*

Hayley Gallagher  
410-546-1900  
[www.marylandcapital.org](http://www.marylandcapital.org)

## METRO BANK\*\*\*

888-937-0004  
[www.mymetrobank.com](http://www.mymetrobank.com)



# TOP LENDERS IN MARYLAND

## MID-ATLANTIC BUSINESS FINANCE CO.\*

Gail Houser  
800-730-0017  
www.mabfc.com

## MID-ATLANTIC FINANCIAL PARTNERS, LLC

Ali Mahmood  
301-944-1799  
www.midatlanticfc.com

## MONEY ONE FCU

Bradford May  
301-925-4000  
www.moneyonefcu.org

## MONUMENT BANK

Ron Warrick  
301-841-9600  
http://monumentbank.com

## NARA BANK

213- 427-6388  
www.narabank.com

## NAVY FCU\*\*\*

Denise Urban  
301-515-0498  
www.navyfederal.org

## NBRS FINANCIAL BANK\*\*\*

Jennifer McCollum  
410-658-5504  
www.nbrs.com

## NCB, FSB\*\*\*

Joann Haines  
703-302-1945  
www.ncb.com

## NEVADA STATE BANK\*\*\*

Guy Chaffee  
702- 515-2315  
www.nsbank.com

## NEW WINDSOR STATE BANK

Andrew Heck  
443-671-5982  
www.newwindsorbank.com

## NEWTEK BUSINESS SERVICES\*\*\*

855-284-3722  
www.newtekbusinessservices.com

## NORTHWEST SAVINGS BANK

John Byrne  
410-581-9831 www.  
northwestsavingsbank.com

## ORRSTOWN BANK

Brian Selders  
301-745-6297  
www.orrstown.com

## PACIFIC CITY BANK

213-355-8828  
www.paccitybank.com

## PNC BANK\*\*\*

John Baier  
410-638-2014  
www.pnc.com

## POINT BREEZE CREDIT UNION

Sarah Lee  
410-771-3850  
www.pbcu.com

## PRINCE GEORGES COMMUNITY FCU

Diane Brown  
301-627-2666  
www.princegeorgesfcu.org

## PROVIDENT STATE BANK

Richard Harris  
410-479-2401  
www.providentstatebank.com

## QUADRANT FINANCIAL

Scott Gilman  
757-625-1033  
www.quadrant-financial.com

## QUEENSTOWN BANK OF MD

John Ludwig  
410-827-8881  
www.queentown-bank.com

## RBS CITIZENS, N.A.\*\*\*

Gary Heidel  
401-468-6127  
www.citizensbank.com

## REGAL BANK & TRUST

Donald Marshall  
443-334-4774  
www.regalbank.com

## REPUBLIC BANK & TRUST\*\*\*

888-584-3600  
www.republicbank.com

## REVERE BANK

Steven Zelenak  
240-264-5342  
www.reverebank.com

## SAEHAN BANK

213-637-5220 www.saeahanbank.com

## SANDY SPRING BANK\*\*\*

Sandra Workman  
301-774-6400  
www.sandyspringbank.com

## SEVERN SAVINGS BANK

Kevin Carter  
410-260-2133  
www.severnbank.com

## SONABANK\*\*\*

Marie Leibson  
800-403-3851  
www.sonabank.com

## SOVEREIGN BANK\*\*\*

877-768-1145  
www.sovereignbank.com



## SPIRIT OF TEXAS BANK

281-252- 8888 www.  
spiritoftexasbank.com

## STATE EMPLOYEES CREDIT UNION (SECU)\*\*\*

Gene Pryor  
410- 487-7347  
www.secumd.org

## STANDARD BANK, PASB\*\*\*

Dave Matthews  
301-729-3738  
www.standardbankpa.com

## STEARNS BANK N.A.

Tom Ethen  
888-320-2899  
www.stearnsbank.com

## SUNTRUST BANK\*\*\*

Shaun Erdman  
410-487-3017  
www.suntrust.com

## SUPERIOR FINANCIAL GROUP\*\*\*

Sue Malone  
925-899-8449  
www.superiorfg.com

## SUSQUEHANNA BANK\*\*\*

Deborah Goldberg  
410-316-0288  
www.susquehanna.net

## TD BANK\*\*\*

John Walker  
410-707-7771  
www.tdbank.com

## THE BANK OF DELMARVA

Carl Cottingham  
410-548-1706  
www.bankofdelmarvahb.com

## THE BUSINESS BANK\*\*\*

703-938-2500  
www.businessbankva.com

## THE COLUMBIA BANK\*\*\*

Sharon Cantrell  
301-309-0488 www.  
thecolumbiabank.com

## THE HARBOR BANK OF MARYLAND

Darius Davis  
410-528-1800  
www.theharborbank.com

## THE PATAPSCO BANK\*\*\*

Larry Mitchell  
410-285-9307  
www.patapskobank.com

## THE PEOPLES BANK

Thomas Tucker  
410-778-3500  
www.pbkc.com

## THE TALBOT BANK

Kevin Moran  
410-819-3014  
www.talbot-bank.com

## THE WASHINGTON SAVINGS BANK, FSB

888-843-7250  
www.twsb.com

## U.S. BANK

800-269-4309  
www.usbank.com

## UNITED CENTRAL BANK

800-787-0755  
www.ucbt.com

## UNITED MIDWEST SAVINGS BANK

Andrew Shato  
800-626-2913  
www.umwsb.com

## UNITY BANK\*\*\*

800-618-2265  
www.unitybank.com

## UPS CAPITAL

877-263-8772  
www.upscapital.com/smallbiz

## VIRGINIA COMMERCE BANK

Ms. Terry Elliott  
703-257-3349  
www.vcbonline.com

## WACHOVIA BANK

Carter Wildermuth  
301-972-3000 www.wachovia.com

## WASHINGTON FIRST BANK\*\*\*

301-567-3100  
www.washingtonfirstbank.com

## WELLS FARGO BANK, NA\*\*\*

Carter Wildermuth  
301- 972-3000 www.wellsfargo.com

## WILMINGTON SAVINGS FUND SOCIETY

302-792-6000  
www.wsfsbank.com

## WILSHIRE STATE BANK

Michael Lee  
703-354-4644  
www.wilshirebank.com

## WOODSBORO BANK

Harry Weetenkamp  
301-695-0268  
www.woodsborobank.com

## ZIONS BANK\*\*\*

James Fliss  
330-528-0286  
www.zionsbank.com

\* Certified Development Company

\*\* Microlender

\*\*\* Patriot Express Lender

Due to changes in the lending industry the above information may have changed and should be verified by a potential borrower. Version June 2011

A photograph of a home office. A wooden chair with a green cushion is in the foreground. A white desk holds a laptop, a potted plant, a blue desk lamp, and a printer. A window with a wooden frame is in the background.

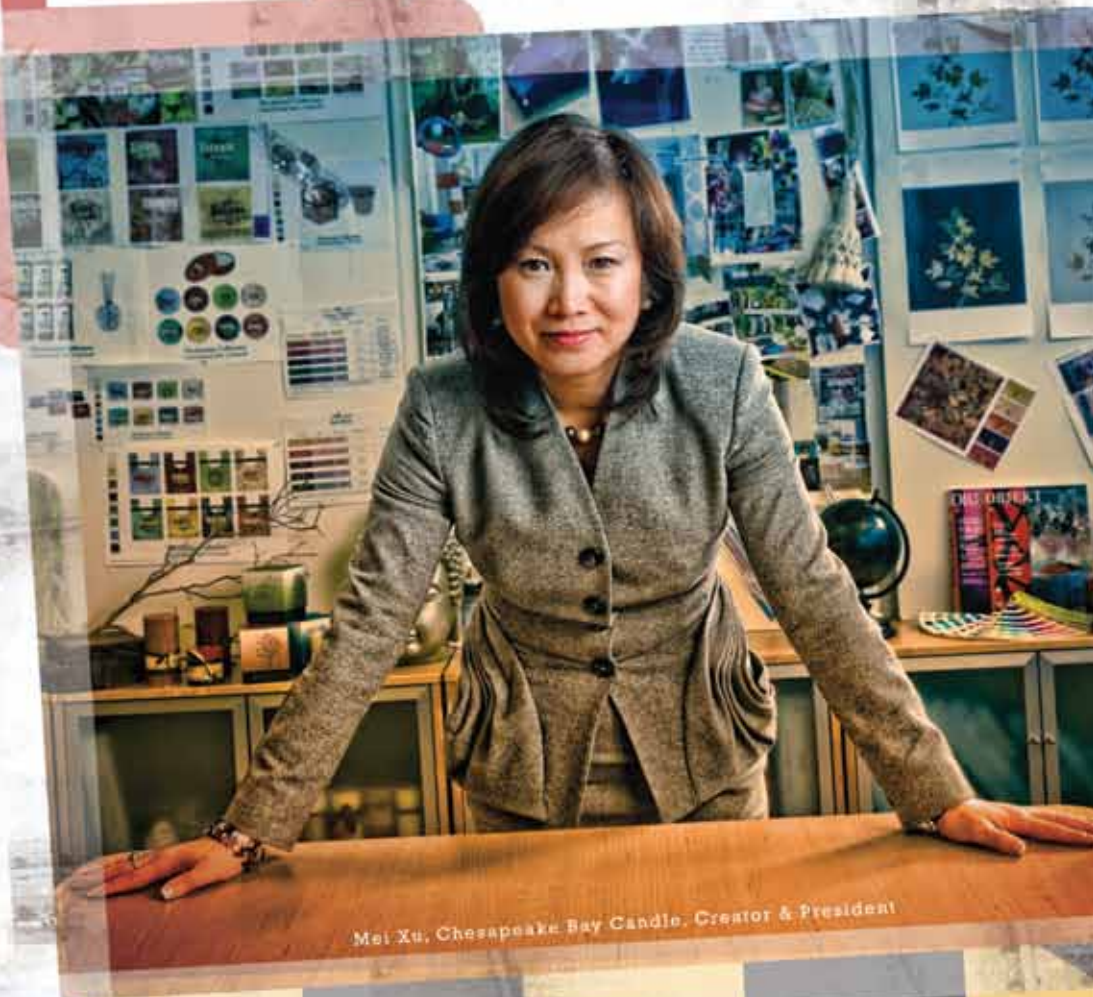
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Mei Xu, Chesapeake Bay Candle, Creator & President

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